Vital Signs Report

A Scorecard of Metro's

Key Performance Indicators (KPI)

2013 1st 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 Plan Overview

Strategies flow from Metro's Board-adopted Vision, Mission, and Goal statements, and provide the overarching framework for executing the General Manager's business plan

Vision:

> Metro moves the region forward by connecting communities and improving mobility for our customers

Mission:

> Metro provides safe, equitable, reliable and cost-effective public transit

Goals:

- Build and maintain a premier safety culture and system
- Meet or exceed customer expectations by consistently delivering quality service
- Improve regional mobility and connect communities
- Ensure financial stability and invest in our people and assets

KPI:	Bus On-Time Performance (Jan - Mar)	Goal: Meet or exceed customer expectations by consistently delivering quality service

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?

- Customers throughout the region experienced improved on-time performance as each bus division provided better on-time performance compared to Q1-2012 by an average of 2%.
- As a result of a combination of efforts, bus on-time performance was better than target during the first quarter – unlike prior year patterns.
- Actions that have delivered this performance improvement include: implementation of 19 service changes throughout the region, service checks completed by street managers twice a day, and utilization of the On-time Performance (OTP) Center to address real-time issues created by unscheduled incidents.
- The completion of road construction projects along major corridors, like H Street, also contributed to improved on-time performance on specific routes (e.g., the X9 route on Benning Road improved by nearly 2%).

Bus On-Time Performance
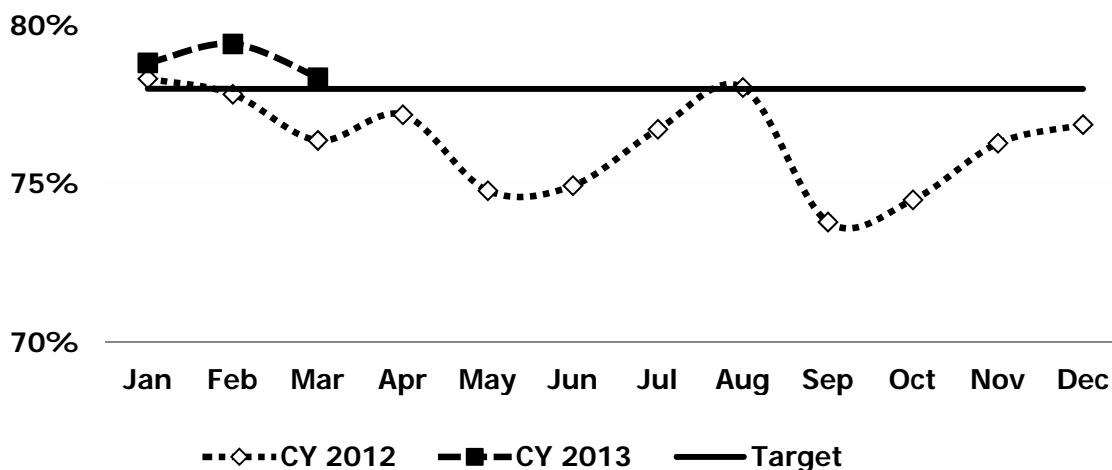
Actions to Improve Performance

- Focus on opportunities to improve on-time performance such as reducing buses arriving early.
- Continue to assess schedules that require improvement, especially during the weekends (i.e. schedule adjustments that will better accommodate the circumstances of the service area).
- Expand use of strategically-located buses to further reduce the effects of detours.
- Implement additional service changes identified through service evaluations, corridor development studies, bus operator and customer recommendations, and internal schedule optimization efforts.
- Continue to make service recommendations to the Board and make adjustments that allow for more reliable bus routing.

Conclusion: As a result of a combination of efforts, bus on-time performance was 2% better than this same period last year and out-performed the target this quarter.

| KPI:	Bus Fleet Reliability (Jan - Mar) (Mean Distance Between Failures)	Goal: Meet or exceed customer expectations by consistently delivering quality service

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?
- Since 2003, Metro's bus fleet reliability has improved by 5% each year. Q1-2013 increased this improvement trend to 8% allowing buses to commute 800 more miles before experiencing a mechanical failure.
- Collaborating with manufacturers to resolve mechanical failures has been a key initiative to continually improve performance. Many bus breakdowns are driven by equipment failures under warranty, which means Metro can fix the problem without incurring additional cost. Over the past 12 months Metro avoided paying $101,273 in repairs while creating a fleet that customer's can rely on. Specific efforts have included:
  — Dual Power Inverter Module replacement campaign on the Hybrid fleet to stop premature failures. Inverters convert electrical energy for easy transfer, storage and use;
  — CNG engine conversion;
  — Cooling fan conversion;
  — Brake campaigns on two fleets.

Bus Fleet Reliability
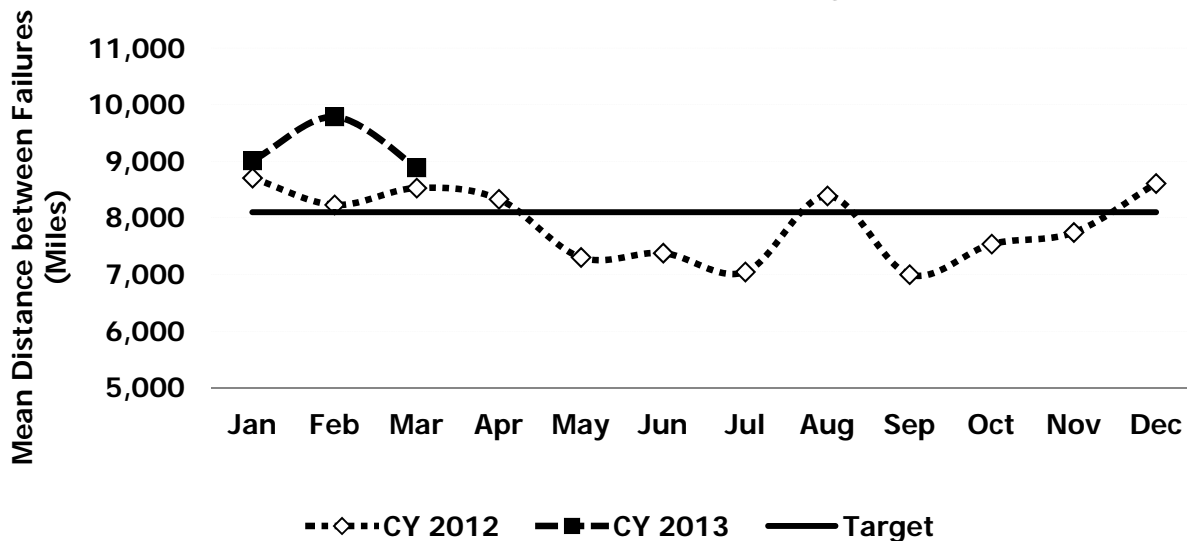
Actions to Improve Performance

- Continue to place new buses into service and retire older less reliable buses.
- Request budget authority to add 20 new (fleet expansion) buses per year over the next five years.
- Perform midlife rehabilitation on 100 Clean Diesel buses to improve reliability of the fleet and lower operating costs.
- Continue replacing Clean Diesel transmissions that show a high amount of wear metals in the analyzed fluid.

Conclusion: For the first quarter of 2013, bus fleet reliability was 9% better than the same period last year and 14% better than target. Since 2003, Metro's bus fleet reliability improved by 5% each year.

KPI: Rail On-Time Performance (Jan - Mar)	Goal: Meet or exceed customer expectations by consistently delivering quality service

Reason to Track: On-time performance measures the adherence to weekday headways, the time between trains. Factors that can affect on-time performance include: infrastructure conditions, speed restrictions, single-tracking around scheduled track work, railcar delays (e.g., doors), or delays caused by sick passengers. For this measure higher is better.

Why Did Performance Change?

- Weekday Rail On-Time Performance (OTP) continued to be above target and was almost 3% better than Q1-2012 as a result of improved performance on all five lines.
- Rail Transportation staff employed a tool that tracks movement of trains in yards/shops allowing them to strategically maneuver "gap trains" to maintain even train spacing following delay incidents. For example, a gap train previously located at Alexandria Yard was re-located to Huntington prior to the start of AM rush service in order to more quickly respond to Yellow/Blue Line delay incidents.
- Train delays were significantly reduced (34% fewer than Q1-2012) as a result of improved railcar reliability allowing operators to arrive at stations more on-time.
- In Q1-2013, weekday track work only occurred in the evening, reducing OTP at a time when the fewest customers are in the system (only 6% of weekday service occurs in the evening). This contrasts with Q1-2012 when OTP was significantly reduced due to January and February 2012 mid-day track work (25% of weekday service provided in mid-day).

Rail On-Time Performance
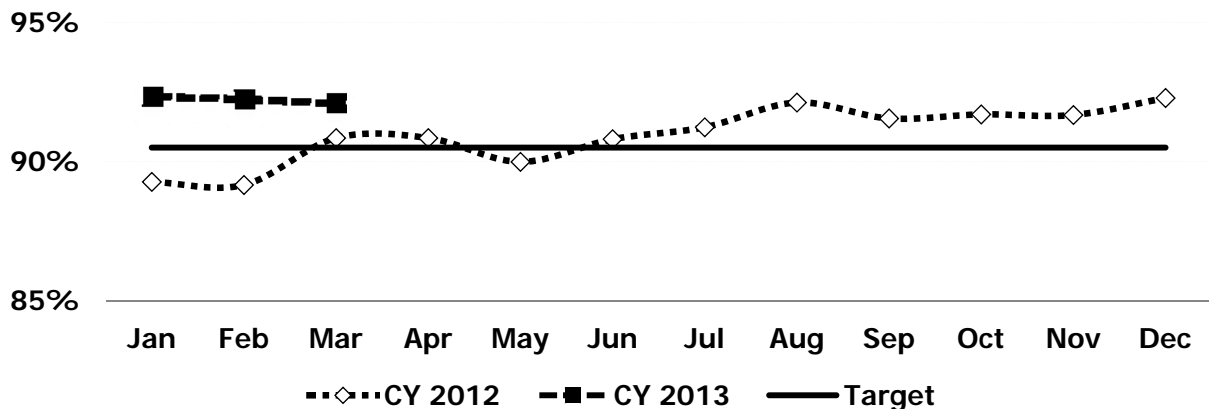
Actions to Improve Performance

- To improve mid-day OTP, position a gap train in each rail yard that can be easily put into service in the event of a delay incident.
- Resume weekday evening and weekend track work following the Cherry Blossom season "spring break." Work includes retrofitting track, replacing critical track circuitry and equipment along right-of-way, rehabilitating third-rail power systems, running rail and track pads and installing new track turnouts. The weekday evening track work may temporarily reduce OTP in the near term but produce better quality service in the long term.
- Launch new mobile wmata.com website so customers can stay up to date on service changes, including Metrorail alerts and advisories.

Conclusion: Weekday Rail On-Time Performance (OTP) improved across all five lines in Q1-2013 and remained above target due to strategic positioning of gap trains to quickly respond to delays, fewer railcar delays and limited weekday track work.

| KPI:	Rail Fleet Reliability (Jan - Mar) (Mean Distance Between Delays)	Goal: Meet or exceed customer expectations by consistently delivering quality service

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?

- Railcar reliability continued the dramatic improvement trend begun last quarter. In March the highest number of railcars was in service in Metro's history (averaging 936 cars daily providing over 7.1 million miles of service).
- Railcar Mean Distance Between Delays (MDBD) was better than target and 69% better than Q1-2012, due to the vast improvement in door and brake system performance.
- The reliability of each car series has trended upward since July 2012, most notably due to the corrective maintenance on the 2-3K and 6K door systems. Even the lowest performing railcars, 4K series, operated 19% more miles between delay-causing breakdowns in Q1-2013 compared to Q1-2012.
- The reliability of the 1K railcars improved 40% from Q1-2012 due to replacement of the Electronic Brake Control Units (EBCUs). Brake reliability is particularly important to customers as malfunctioning brakes result in off-loads more often than other types of railcar delays.
- Railcar Engineering continued to address reliability issues that are the result of design and/or functionality of vehicle systems and components. These kinds of engineering issues take longer to resolve, but help railcar maintenance keep the aging fleet in service longer. An example of collaboration between Engineering and Maintenance is the approach to maintaining the 4K fleet, which operates on direct current (DC) rather than alternating current (AC) electric current, and requires more frequent maintenance by design. The remaining fleet has all been converted to AC.

Rail Fleet Reliability
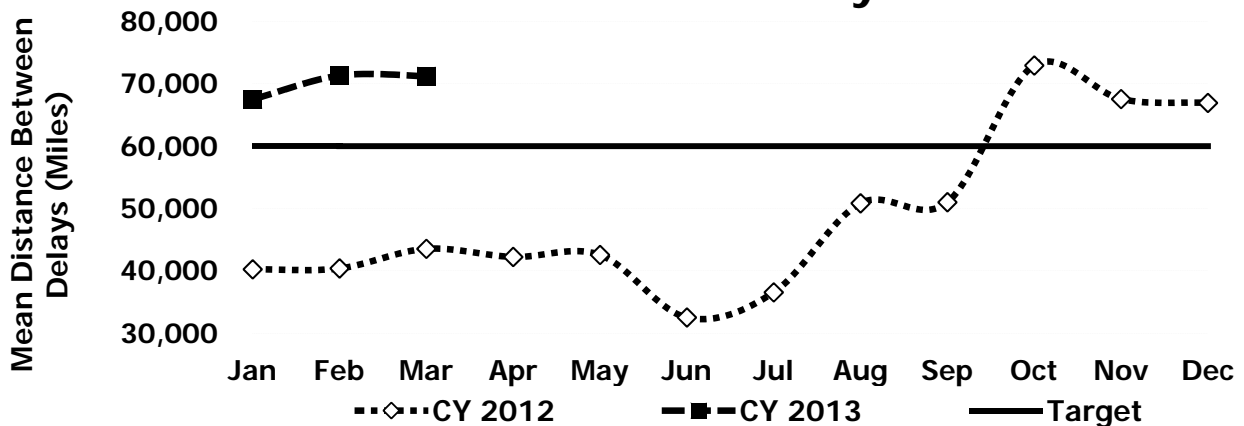
Actions to Improve Performance

- Continue collaboration between Maintenance and Engineering to extend the lifecycle and reliability of the fleet.
- Work with Engineering to address propulsion problems even when these troubles do not result in delays. Propulsion challenges impact railcar availability, which will be crucial to the start-up of the Silver Line.
- Evaluate 5K railcar door system maintenance history and maintenance guide to determine best strategy for maintaining and improving door system reliability.
- Continue to address parts procurement so that critical parts are on-hand to ensure that railcars are repaired and returned to service quickly and safely. Many railcar parts require a long lead time for manufacture as many components are custom made.
- Prepare for the next fall leaf season now, by trimming trees along the roadway to reduce risk of wheel flats on trains.

Conclusion: Railcar reliability continued to exceed its performance target for the sixth consecutive month due to improved door (2-3K and 6K) and brake (1K) system reliability.

KPI: Escalator System Availability (Jan - Mar)	Goal: Meet or exceed customer expectations by consistently delivering quality service

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?

- Escalator availability in Q1-2013 was well above last year, reaching a high of 92% in March, and was better than target for the fifth consecutive month.
- Escalator preventive maintenance compliance increased to an unprecedented high of 97% in Q1-2013 (compared with 86% in Q1-2012 and 58% in Q1-2011). The addition of 18 new escalator/elevator mechanics in 2012 (FY13 Budget Initiative) enabled an increased emphasis on preventive maintenance while continuing to resolve unscheduled outages.
- A new tool that immediately notifies maintenance staff than an escalator is down was used beginning in March 2013. As a result, Mean-Time-to-Repair improved by 43% in Q1-2013 compared to Q1-2011. For customers, faster repairs meant an unscheduled escalator outage experienced during a morning commute would be back in operation before returning home.
- Hours dedicated to replacement/modernization accounted for 33% of escalator out-of-service hours in Q1-2013 as replacement of three entrance escalators at the Pentagon station, modernizations at Ronald Reagan Washington National Airport and McPherson Square stations began, modernizations at Rosslyn and Judiciary Square were completed, and modernizations at seven other stations continued.

Escalator System Availability
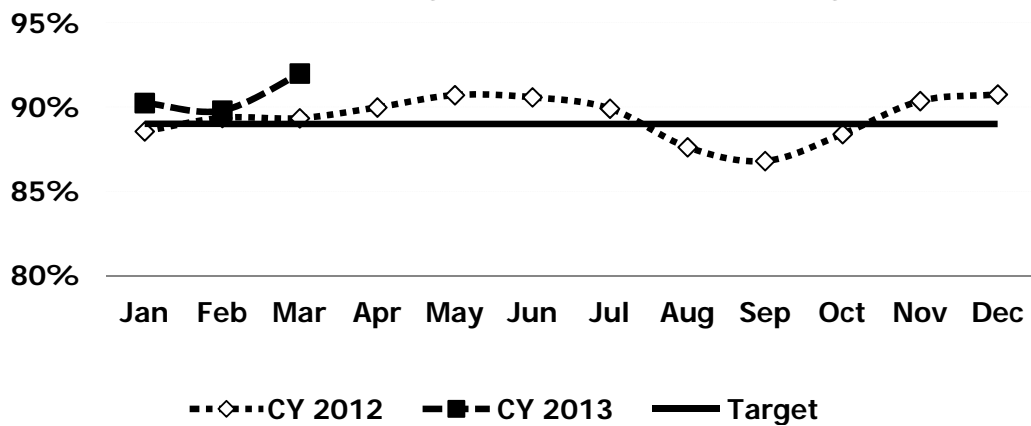
Actions to Improve Performance

- Continue escalator replacements at Pentagon station and modernizations at nine other stations.
- Monitor availability by maintenance quadrant in order to prioritize staff within each quadrant on escalators with the lowest availability.
- Conduct analysis of contract vs. in-house maintenance performance.

Conclusion: Escalator availability continued to be on or above target for the fifth consecutive month, as Metro improved preventive maintenance due to more mechanics (FY13 Budget Initiative), returned units to service faster and continued to modernize aging escalators.

KPI: Elevator System Availability (Jan - Mar)	Goal: Meet or exceed customer expectations by consistently delivering quality service

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?

- Elevator availability was below target in Q1-2013 due to an uptick in scheduled maintenance work. The impact of this necessary work was greatly offset by a notable decline in unscheduled repairs (53% fewer unscheduled out-of-service hours compared to Q1-2012).
- Modernizations accounted for over half of elevator out-of-service hours in Q1-2013, with 7 elevators out of service for modernization on average (compared to 4 in Q1-2012). Modernization work was completed at Bethesda, work began on three elevators at L'Enfant Plaza and work continued on two elevators each at Van Ness and Gallery Place.
- With the addition of new maintenance technicians (FY13 Budget Initiative), the establishment of three shifts dedicated solely to elevator maintenance, and staff alignment into eight geographic regions, preventive maintenance reached 97% in Q1-2013 and when an outage did occur, technicians quickly put the unit back in service (Mean Time to Repair 52% better than Q1-2011).
- Steady staffing of elevator maintenance teams (with responsibility for a specific group of elevators) enabled technicians to become familiar with each elevator's reliability and promoted more effective troubleshooting and outage resolution. These changes, combined with better preventive maintenance compliance, has improved overall elevator health, with units in-service for almost a month before experiencing a failure, compared to 3 weeks in Q1-2011 (Mean Time Between Failure improved 31% from Q1-2011).

Elevator System Availability
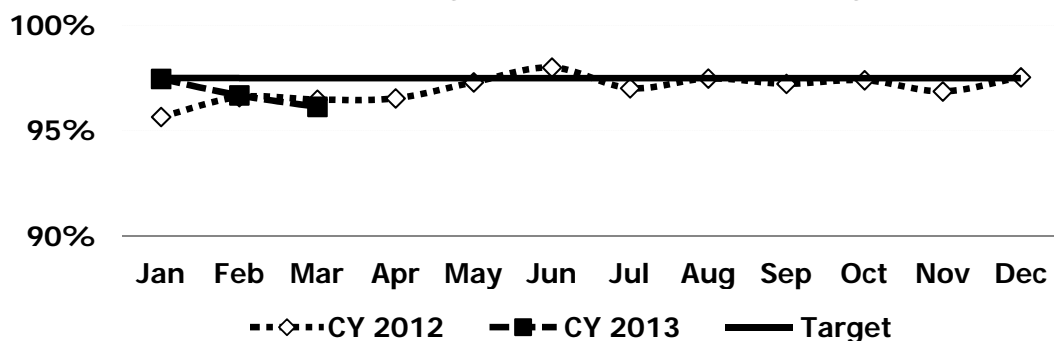
Actions to Improve Performance

- Continue modernizations at Gallery Place (2), L'Enfant Plaza (3) and Van Ness (2) and begin modernization of two elevators at Farragut North.
- Improve elevator parts availability to ensure maintenance crews have the necessary parts to get elevators back in service quickly. Metro maintains elevators by over 30 manufacturers, each requiring different parts.

Conclusion: Metro almost doubled the number of elevator modernizations in Q1-2013 in order to improve long-term reliability. To offset this necessary work, dedicated teams of new maintenance technicians (FY13 Budget Initiative) improved preventive maintenance and quickly responded to unscheduled outages.

| KPI:	Customer Injury Rate (Jan - Mar) Per Million Passengers	Goal: Build and maintain a premier safety culture and system

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?
- The customer injury rate worsened compared to Q1-2012 by 27% mainly due to an increase in bus and escalator related injuries. Across the system, there were 1.72 customer injuries per million trips compared to 1.36 in Q1-2012, totaling 26 additional customers injured.
- There were 16 non-preventable and five preventable bus collisions that contributed to customer injuries this quarter, an overall increase of 40% when compared to Q1-2012.
- Many of the bus collisions that contributed to customer injuries occurred while the bus was stopped and rear ended by vehicles attempting to pass. Bus has increased driver coaching opportunities where bus operators are observed by a manager or trainer while driving their route and coached on how to improve their driving skills.
- Escalator injuries primarily related to slips/trips/falls were the second largest cause of customer injuries. There were 7 more escalator-related customer injuries this quarter (21%) compared to Q1-2012. A large portion of these injuries were preventable and occurred while customers were walking or running on a moving escalator.

Customer Injury Rate
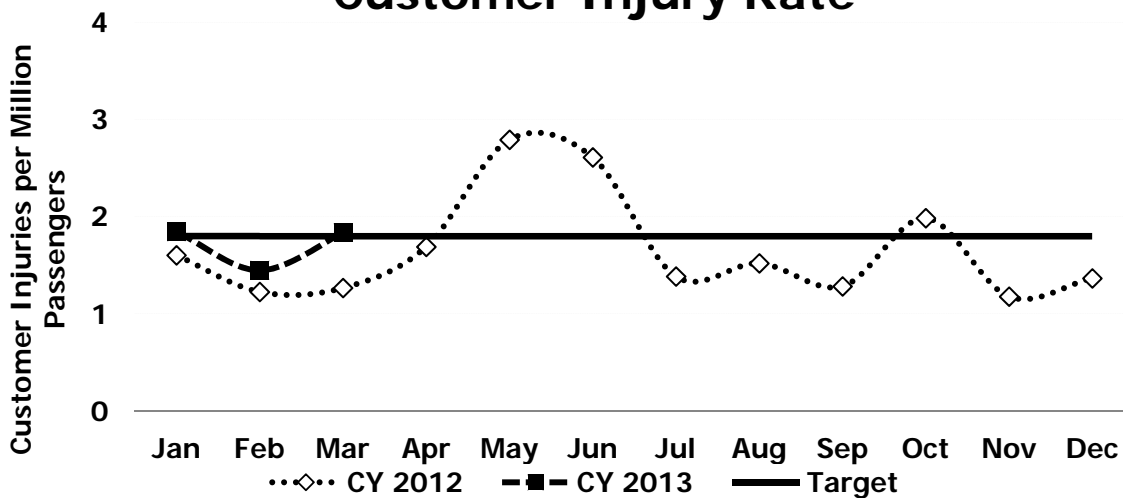
Actions to Improve Performance

- Increase the opportunities to coach bus operators through in-service observations.
- Evaluate revamping the defensive driving course to include scenarios that more closely match the driving environment of transit buses operating on crowded city streets.
- Continue to encourage customer awareness through the use of announcements and advertisements encouraging customers to use caution when using escalators to avoid slip/trips/falls.
- Increase the investigation of video recordings to identify and discourage false customer claims.

Conclusion: The customer injury rate increased 26% this quarter compared to Q1-2012. There were 1.72 injuries per million trips this quarter compared to 1.36 per million trips in Q1-2012, 26 additional customers injured.

KPI: Employee Injury Rate (Jan - Mar)	Goal: Build and maintain a premier safety culture and system

Reason to Track: OSHA recordable injuries 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 worsened this quarter. There was a 27% increase in employee injuries per 200,000 hours worked (or 1.16 additional employee injuries per 200,000 hours worked compared to Q1-2012).
- Employee injuries were caused by a number of situations while employees performed their regular duties, which vary from operating a bus to maintaining and repairing equipment. Although slip/trips/falls continued to be the leading cause of employee injuries, there was an increase in bus operator assault-related injuries compared to Q1-2012.
- Employees were most commonly injured this quarter by slips/trips/falls (27%), collision related incidents (18%), and struck by/against (14%) incidents. The departments of Bus, Rail, and MTPD continued to have the greatest number of employee injuries

Employee Injury Rate
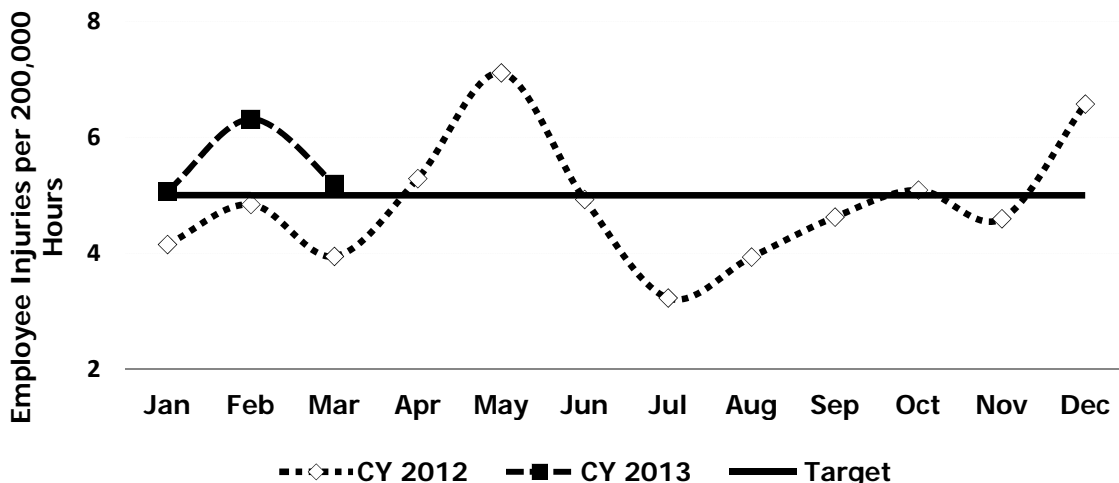
Actions to Improve Performance

- A stronger emphasis on incident investigations is being implemented throughout the organizations. Employees are asked to simulate the circumstance in which they were injured and the use of video recordings and DriveCam to examine the events surrounding an injury is increasing. To further discourage false claims, assess the benefits of increasing the use of third party investigators to validate employee injuries.
- Evaluate common and recurring times during which employee injuries seem to repeatedly peak to identify specific solutions to reducing employee injuries.
- Continue to provide training which primarily focuses on specific locations where employees get injured.
- Provide TAP Root training course; TAP Root is a software tool designed to aid in "analysis, incident investigation, and proactive performance improvement."
- Continue Fatigue Management effort which focuses on promoting healthy lifestyles by educating employees to better manage sleep health issues, shift work, and family health.

Conclusion: Employee injuries per 200,000 hours worked increased 27% (or 1.16 additional employee injuries per 200,000 hours worked) compared to Q1-2012.

| KPI:	Crime Rate (Jan - Mar) Per Million Passengers	Goal: Build and maintain a premier safety culture and system

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 in Q1-2013, the number of serious crimes on the Metro system was down 19% from last year.
- Parking crime hit a new, unprecedented low in Q1-2013 (down 39% from Q1-2012). MTPD patrol units worked cooperatively to coordinate deployments, monitoring key garages/parking facilities hourly, using observation towers to deter criminals and sharing crime prevention information with customers.
- Rail crime was primarily against property (e.g., snatches, bikes), and was down 18% compared to Q1-2012. In 2012, MTPD crime suppression teams targeted would-be snatch thieves which pushed the Q1-2012 crime rate higher. In Q1-2013, uniformed officers patrolled high-crime stations, officers shared tips with customers to keep small electronic devices out of sight and MTPD detectives used digital video evidence to broadcast lookouts to officers.
- Q1-2013 bus crime remained low (less than 2 crimes per million riders), but was higher than last year. Snatches and aggravated assaults were down, but were offset by an uptick in robberies. Robberies include thefts of property that escalate by contact with the victim (pushing, grabbing, and hustling). MTPD supplemented regular bus patrols on high crime routes, began training new officers to augment bus patrols (FY13 Budget Initiative) and motorcycle officers performed bus checks.

Metrobus Crime Rate*

Metrorail Crime Rate

Parking Crime Rate

Crimes per Million Passengers
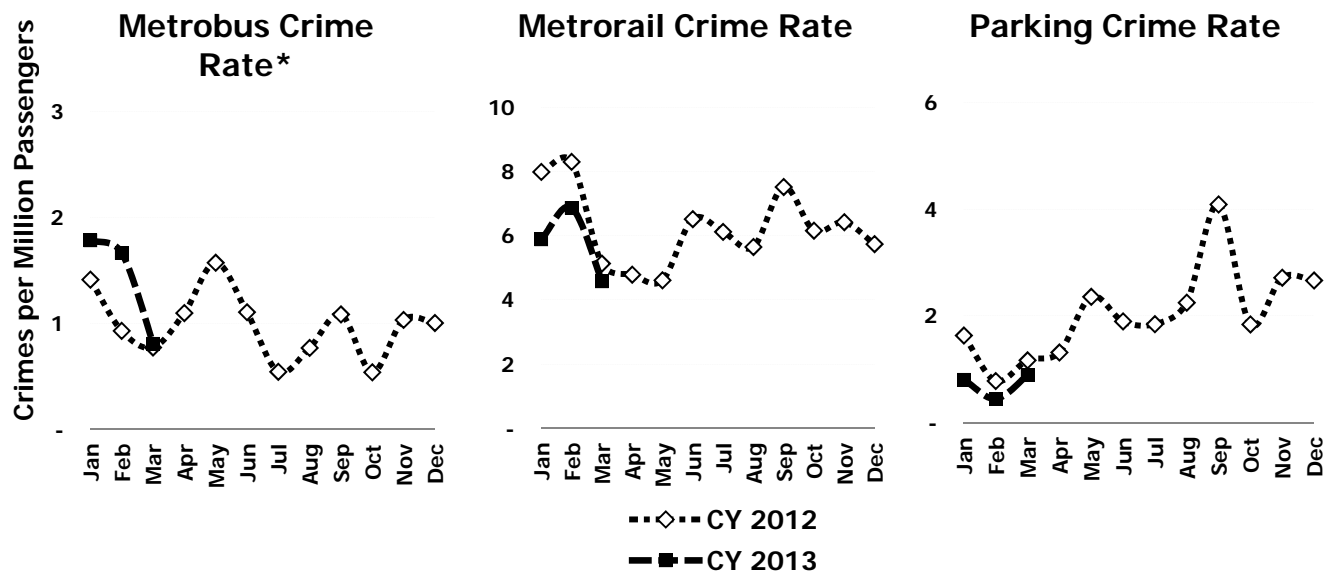
--◇-- CY 2012
--■-- CY 2013

*Scales for Metrobus and Parking Crime Rate have been adjusted to reflect monthly fluctuation

Target: Less than 2,000 Part I Crimes in CY 2013

Actions to Improve Performance

- Conduct analysis of bus crime trends in order to refine deployment strategies in collaboration with bus superintendents to customize bus security initiatives.
- Partner with DC Police Department to increase visibility of uniformed officers on bus routes.
- Bicycle thefts historically increase in the spring, so MTPD will deploy officers to catch would-be crime thieves using decoy bikes.
- Share information with customers about securing small electronic devices via new kiosk flat-screen displays at rail station entrances.

Conclusion: Transit system crime in Q1-2013 was down 19% from last year as parking crime hit a new, unprecedented low and rail crime reduced significantly. Bus crime increased compared to Q1-2012, but remained low (less than 2 crimes per million riders).

| KPI:	Customer Comment Rate (Jan - Mar) Per Million Passengers	Goal: Meet or exceed customer expectations by consistently delivering quality service

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?

- Customer commendations and complaints were better than target for Q1-2013 and better than Q1-2012 results. Bus ridership was restated from August 2012 – March 2013 to include missing trip data due to a software error. This resulted in slight reductions in both complaint and commendation rates, but did not impact the improvement trend of both measures.
- For Q1, commendation rate was up 14% from the same quarter last year led by MetroAccess (up 32% from Q1-2012). The commendation rate was up slightly for Metrobus (2%) and Metrorail (1%) from 2012. Commendations were predominantly about employees providing assistance to customers.
- Since Q1-2012, all of the station managers, rail operators and bus operators have received updated customer service training. Customer commendations began to reflect the messages contained in the training including how Metro staff is here to assist customers through all stages of their trip from help with fares, help with lost items, and especially help with navigating the system.
- Overall complaint rate was 5% better compared to Q1-2012 mainly due to a lower rail complaint rate (down from Q1-2012 by 27%). There were 25% fewer complaints about rail delays and 20% fewer complaints about inadequate service due to improved rail on-time service and 44% fewer rail safety/security complaints.
- The Better Bus initiative has lead to the implementation of numerous service changes to improve on-time performance. As a result, there were 10% fewer complaints about service timeliness (delays, failure to service stop, and no-shows) as a proportion of total complaints compared to Q1-2012.

Customer Complaint Rate
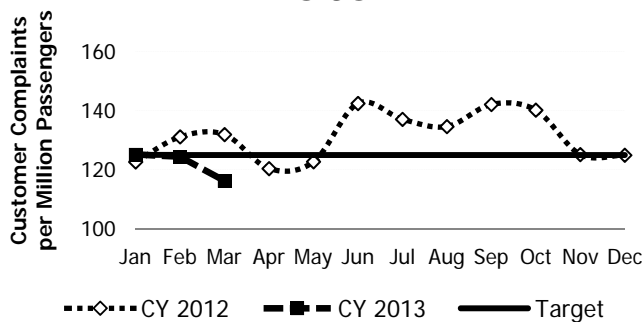
Customer Commendation Rate
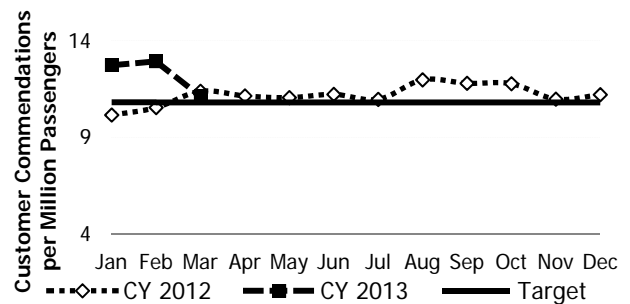
Actions to Improve Performance

- Conduct focus groups across all modes of service to better understand customer perceptions and to develop specific actions to meet expectations.
- Continue to implement customer service training of bus operators (50% of 2,000 have been trained to date).
- Monitor the customer complaints and commendations (e.g., providing assistance) to evaluate the effectiveness of customer service training.
- Continue implementation of "Better Bus" initiative service changes, the next set of improvements go into effect Summer 2013.
- Reassign (detailed) MTPD officers to assist with bus security.

Conclusion: The customer commendation rate improved 14% from last year led by MetroAccess, while a decrease in rail service complaints helped bring the complaint rate below last year's level.

Board Standards and Guidelines

Resolution 2012-29: Rail Service Standards

Board Standard: Metrorail Service (Resolution 2012-29)

Board Standard: Hours of Service - Hours that the Metrorail system is open to serve customers.

Target: Opens at 5 AM weekdays, 7 AM weekends. Closes at 12 AM Sunday – Thursday, 3 AM Friday and Saturday.

Time Period: January – March 2013

Results:

- March 16: Metro was paid to open two hours early for customers traveling to the SunTrust Rock 'n' Roll Marathon & CareFirst BlueCross BlueShield Rock 'n' Roll Half Marathon.
- March 28: Metro was paid to provide an additional hour of service from Gallery Place and Judiciary Square stations following the NCAA 2013 East Regional games at Verizon Center.

Board Standard: Rush Period Headway - Time between trains (frequency) during rush periods.

Target: 3 minutes on core interlined segments, 12 minutes at Arlington Cemetery and 6 minutes on all other segments.

Time Period Tracked: January – March 2013

Results:

- In Q1, rush period headways were changed on 1 day (2/18, Presidents Day, trains operated on a Saturday schedule).
- For detail on Metro's adherence to scheduled headways, see Rail On-Time Performance on page 9.

Board Standard: Rush Period Passengers-per-car (PPC) - Average number of passengers in a Metrorail car during a peak hour at maximum load stations.

Target: Optimal PPC of 100, with minimum of 80 and maximum of 120 PPC.

Time Period Tracked: November 2012 – January 2013

Results:

Line	Maximum Load Stations	AM Rush			PM Rush		
		Nov	Dec	Jan	Nov	Dec	Jan
Red	AM Gallery Place/PM Metro Center	62	82	83	134	73	76
	AM Dupont Circle/PM Farragut North	81	76	69	116	73	64
Blue	AM Rosslyn/PM Foggy Bottom-GWU	79	78	70	76	86	88
	AM L'Enfant Plaza/PM Smithsonian	63	58	65	61	59	58
Orange	AM Court House/PM Foggy Bottom-GWU	92	87	110	81	79	79
	AM L'Enfant Plaza/PM Smithsonian	67	66	69	60	59	56
Yellow	AM Pentagon/PM L'Enfant Plaza	78	71	73	72	68	72
Green	AM Waterfront/PM L'Enfant Plaza	76	73	66	70	66	63
	AM Mt. Vernon Sq./PM Mt. Vernon Sq.	65	79	68	73	64	64

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 – Metrorail adherence to weekday headway standards.
Calculation: During rush (AM/PM) service, number of station stops delivered within the scheduled headway plus 2 minutes, divided by total station stops delivered. During non-rush (mid-day and evening), number of station stops delivered up to 150% of the scheduled headway divided by total station stops delivered. Station stops are tracked system-wide, with the exception of terminal and turn-back stations.

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.

Rail Passengers Per Car - Average number of passengers in a Metrorail car during a peak hour at maximum load stations.
Calculation: Total passengers observed on-board trains passing through a station during a peak hour divided by actual number of cars passing through the same station during the peak hour. Counts are taken at select stations where passenger loads are the highest and in the predominant flow direction of travel on one to two dates each month (from 6:00 AM to 10:00 AM and from 3:00 PM to 7:00 PM). In order to represent an average day, counts are normalized with rush ridership.

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.

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[1] Passengers are defined as follows:
- o   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.
- o   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.
- o   MetroAccess reports completed passenger trips. A fare paying passenger traveling from an origin to a destination is counted as one passenger trip.

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).

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012	78.3%	77.8%	76.4%	77.2%	74.8%	74.9%	76.7%	78.0%	73.8%	74.5%	76.3%	76.9%	77.5%
CY 2013	78.8%	79.4%	78.4%										78.9%

KPI: Bus Fleet Reliability (Bus Mean Distance Between Failures) -- Target = 8,100 Miles

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012	8,704	8,230	8,527	8,330	7,302	7,378	7,045	8,389	6,999	7,537	7,743	8,608	8,485
CY 2013	9,008	9,783	8,883										9,192

* Bus Fleet Reliability target revised effective January 2013

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

Type (~ % of Fleet)	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
CNG (30%)	8,058	6,036	6,493	7,788	8,402	8,147	8,426	7,081	8,570	8,625	10,614	7,324	7,964
Hybrid (27%)	11,172	12,000	11,451	9,293	10,890	8,691	9,369	10,593	10,463	11,611	11,806	12,593	10,828
Clean Diesel (8%)	7,712	6,527	7,027	5,728	7,162	4,543	6,741	5,929	7,506	8,382	10,223	6,830	7,026
All Other (35%)	5,843	4,867	4,604	4,080	5,468	4,950	4,437	5,311	5,894	5,735	5,531	6,347	5,256

KPI: Rail On-Time Performance -- Target = > 90.5%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012	89.3%	89.2%	90.8%	90.8%	90.0%	90.8%	91.2%	92.1%	91.5%	91.7%	91.7%	92.3%	89.8%
CY 2013	92.3%	92.2%	92.1%										92.2%

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

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	12-Month OTP
Red Line	90.7%	88.8%	88.7%	90.1%	91.4%	90.0%	90.0%	90.7%	91.8%	91.7%	92.3%	91.4%	90.6%
Blue Line	89.6%	89.4%	90.3%	90.3%	91.0%	91.0%	91.2%	90.7%	91.3%	91.0%	90.4%	90.3%	90.5%
Orange Line	90.9%	90.7%	92.1%	92.3%	93.1%	92.9%	93.2%	92.8%	93.6%	93.0%	92.5%	93.0%	92.5%
Green Line	92.9%	92.1%	93.6%	93.1%	93.8%	93.4%	93.4%	93.3%	93.3%	94.5%	93.9%	94.4%	93.5%
Yellow Line	92.3%	91.6%	92.0%	91.7%	92.3%	92.5%	92.2%	92.0%	91.8%	92.7%	92.5%	92.0%	92.1%
Average (All Lines)	90.8%	90.0%	90.8%	91.2%	92.1%	91.5%	91.7%	91.7%	92.3%	92.3%	92.2%	92.1%	91.6%

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	YTD Thru Mar
CY 2012	40,253	40,399	43,537	42,237	42,556	32,526	36,551	50,842	51,013	72,943	67,555	66,942	41,432
CY 2013	67,500	71,323	71,225										69,956

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

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	12-Month MDBD
1000 series railcars	43,959	40,101	33,340	32,553	44,896	39,974	49,186	41,311	73,975	54,957	62,059	86,988	50,606
2000/3000 series railcars	40,684	38,857	28,427	39,288	66,778	72,089	148,891	133,412	75,771	81,562	103,832	87,537	66,082
4000 series railcars	39,637	30,161	22,223	20,298	25,057	17,755	24,953	39,546	32,471	34,736	30,497	29,932	29,951
5000 series railcars	41,368	48,665	33,858	32,177	50,368	64,295	68,174	45,620	53,550	81,165	55,815	56,372	54,100
6000 series railcars	44,747	58,788	51,617	64,260	58,564	79,559	131,709	138,821	113,243	91,361	137,175	105,226	83,780
Fleet average	42,237	42,556	32,526	36,551	50,842	51,013	72,943	67,555	66,942	67,500	71,323	71,225	56,865

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012	93.4%	92.3%	91.7%	92.8%	92.4%	92.7%	93.6%	92.5%	92.1%	92.4%	92.2%	92.3%	92.5%
CY 2013	93.3%	92.3%	92.6%										92.7%

KPI: Escalator System Availability -- Target = 89%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012	88.6%	89.4%	89.3%	90.0%	90.7%	90.6%	89.9%	87.6%	86.8%	88.4%	90.4%	90.8%	89.1%
CY 2013	90.2%	89.8%	92.0%										90.7%

KPI: Elevator System Availability -- Target = 97.5%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012	95.7%	96.6%	96.5%	96.5%	97.3%	98.0%	97.0%	97.5%	97.2%	97.4%	96.9%	97.5%	96.2%
CY 2013	97.5%	96.7%	96.1%										96.8%

KPI: Customer Injury Rate (per million passengers)* -- Target = < 1.8 injuries per million passengers

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012	1.60	1.23	1.27	1.69	2.79	2.61	1.39	1.52	1.28	1.99	1.18	1.37	1.36
CY 2013	1.85	1.45	1.84										1.72

*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	YTD Thru Mar
CY 2012*	1.58	1.28	1.11	2.81	4.49	4.18	1.43	1.69	1.15	3.58	1.39	1.19	1.32
CY 2013	1.40	2.03	2.30										1.92

*Includes Shuttle Bus Trips

Rail Customer Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012	0.00	0.00	0.05	0.11	0.16	0.05	0.05	0.05	0.12	0.17	0.06	0.07	0.00
CY 2013	0.12	0.06	0.06										0.08

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012	1.57	1.08	1.22	0.84	1.57	1.54	1.06	0.93	1.20	0.69	0.93	1.37	1.29
CY 2013	1.96	0.83	1.40										1.41

*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	YTD Thru Mar
CY 2012	5.92	11.69	10.83	11.47	5.48	17.45	30.40	45.07	6.18	11.96	5.98	6.31	9.53
CY 2013	5.48	15.83	9.76										11.94

KPI: Employee Injury Rate (per 200,000 hours) -- Target = < 5.0 injuries per 200,000 hours

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012	4.15	4.84	3.95	5.29	7.11	4.93	3.23	3.93	4.62	5.09	4.59	6.57	4.30
CY 2013	5.07	6.32	5.19										5.50

* Starting in 2013, WMATA's definition of an employee injury is aligned with industry practices which meet the Occupational Safety and Health Administration (OSHA) Recording Criteria: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, loss of consciousness, or a diagnosis of a significant injury/illness by a physician. Results from CY2012 have been recalculated to enable historical analysis.

KPI: Crime Rate (per million passengers)* -- Target = < 2,000 Part I Crimes in Calendar Year 2013

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Mar
CY 2012 Metrobus	1.41	0.93	0.77	1.10	1.57	1.11	0.54	0.77	1.09	0.54	1.03	1.00	1.03
CY 2013 Metrobus	1.78	1.66	0.81										1.41
CY 2012 Metrorail	7.99	8.31	5.14	4.79	4.62	6.52	6.13	5.66	7.52	6.16	6.43	5.75	7.03
CY 2013 Metrorail	5.89	6.88	4.59										5.74
CY 2012 Parking	1.64	0.78	1.17	1.32	2.36	1.90	1.85	2.25	4.09	1.84	2.72	2.67	1.19
CY 2013 Parking	0.81	0.45	0.89										0.73

Crimes by Type

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	YTD Thru Mar
Robbery	52	46	23										121
Larceny (Snatch/Pickpocket)	56	47	41										144
Larceny (Other)	27	31	40										98
Motor Vehicle Theft	1	3	1										5
Attempted Motor Vehicle Theft	1	0	3										4
Aggravated Assault	11	9	7										27
Rape	0	0	0										-
Burglary	0	0	0										-
Homicide	0	0	0										-
Arson	0	2	0										2
Total	**148**	**138**	**115**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**401**

*Five homicides occurred in 2012 in the transit system. Per DC law, these crimes are reported to the FBI by the DC Police Department. As such, these crimes are 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 were 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	YTD Thru Mar
CY 2012	10.1	10.5	11.4	11.1	11.0	11.2	11.0	12.0	11.8	11.8	11.0	11.2	10.7
CY 2013	12.7	12.9	11.1										12.2

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	YTD Thru Mar
CY 2012	123	131	132	120	123	143	137	135	142	140	125	125	129
CY 2013	125	124	116										122

Metrobus Ridership (millions of unlinked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. Thru Mar
CY 2012	10.8	10.9	11.7	11.0	11.6	11.0	11.2	11.9	11.3	11.2	10.8	10.1	11.1
CY 2013	10.7	10.4	11.3										10.8

Metrorail Ridership (millions of linked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. Thru Mar
CY 2012	16.5	16.6	19.7	19.0	19.1	19.5	18.9	18.2	16.6	17.4	16.2	14.6	17.6
CY 2013	17.3	15.7	17.9										17.0

MetroAccess Ridership (100,000s of completed trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. Thru Mar
CY 2012	1.69	1.71	1.85	1.74	1.83	1.72	1.64	1.77	1.62	1.67	1.67	1.59	1.75
CY 2013	1.68	1.63	1.71										1.68

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 2012	Average Weekday
Bus	132 million	437,632 (March 2013)
Rail	218 million	711,841 (March 2013)
MetroAccess	2.1 million	6,918 (March 2013)
Total	353 million	

Fiscal Year 2013 Budget

Operating	$1.6 billion
Capital	$.9 billion
Total	$2.5 billion

Metrobus General Information

Size	11,490 bus stops and 2,398 shelters
Routes*	325
Fiscal Year 2013 Operating Budget	$565 million
Highest Ridership Route in 2009	30's – Pennsylvania Ave. (16,330 avg. wkdy ridership)
Metrobus Fare	$1.80 cash, $1.60 SmarTrip®, Bus-to-bus Transfers Free
Express Bus Fare	$4.00 cash, $3.65 SmarTrip®, Airport Fare $6.00
Bus Fleet*	1,500
Buses in Peak Service	1,256
Bus Fleet by Type*	Compressed Natural Gas (460), Electric Hybrid (593), Clean Diesel (144) and All Other (303)
Average Fleet Age*	6.8 years
Bus Garages	10 – 4 in DC, 3 in MD and 3 in VA

As of September 28, 2012.

Metrorail General Information

Fiscal Year 2013 Operating Budget	$896 million
Highest Ridership Day	Obama Inauguration on Jan. 20, 2009 (1.1 million)
Busiest Station in 2012	Union Station (713,000 entries in November 2012)
Regular Fare (peak)	Minimum - $3.10 paper fare card, $2.10 SmarTrip® Maximum - $6.75 paper fare card, $5.75 SmarTrip®
Reduced Fare (non-peak)	Minimum - $2.70 paper fare card, $1.70 SmarTrip® Maximum - $4.50 paper fare card, $3.50 SmarTrip®
Paper Farecard Surcharge	$1.00 per trip 50¢ fare surcharge for seniors/people with disabilities
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	896
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	$115 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**	1.6 years
Paratransit Garages	7 (1 in DC, 4 in MD and 2 in VA)
Contract Provider	MV Transportation

*As of December 2012.

Washington Metropolitan Area Transit Authority