# Vital Signs Report

*A Scorecard of Metro's*

*Key Performance Indicators (KPI)*

*2011 3rd 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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# Table of Contents

**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 |

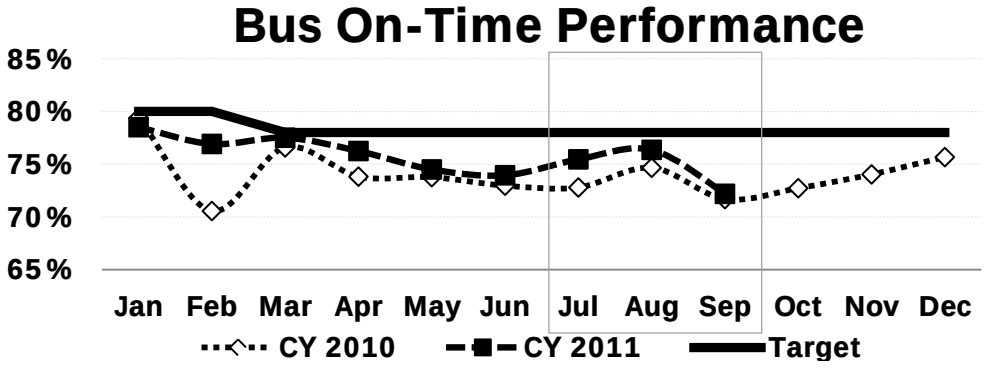
*WMATA Board of Directors System Safety Policy states:
1. To avoid loss of life, injury of persons and damage or loss of property;
2. To instill a commitment to safety in all WMATA employees and contractor personnel; and
3. To provide for the identification and control of safety hazards, the study of 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 (July - September)** **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?**

- The third quarter average (74.7%) for Bus on-time performance barely changed from the second quarter results of (74.9%). However, for the year in total, calendar year 2011 continued to outperform the prior calendar year.
- In July, on-time performance at Landover and Southern Avenue bus garages led the way with Landover running 85% and Southern at 78% for the month. Although routes out of these divisions may not face the inner city on-time performance challenges found in the core downtown, their best practices can be observed and shared.
- Despite Hurricane Irene which occurred in August and resulted in numerous road closures and a 5.8% magnitude earthquake that disrupted all normal traffic patterns, August on-time performance improved by 1% when compared to the prior month of July. The month of August tends to be less congested with traffic, allowing a better flow of traffic as many commuters have left for summer vacation.
- September's decline is nearly the same pattern as September of the last year indicating routine seasonality. Traffic becomes more congested as summer vacations end and school begins, causing on-time performance to decline.
- Superintendents and Service Operations Managers are moving away from a one size fits all approach to tackling on-time performance issues and applying strategies that fit each unique challenge.




**Actions to Improve Performance**

- Metro will continue to take the necessary steps to prevent service disruptions during severe weather such as ensuring optimal detours, adjusting routes to address flooded roads and ensuring that staff is available to assist customers.
- Upon Board approval, Metrobus will implement a series of budget neutral actions to improve service and customer satisfaction by realigning service to add trips on crowded routes, add run time to routes that are consistently late, add trips to current routes to extend service later in the evening, and eliminate duplicate service.
- Service Operation Managers are being encouraged to utilize real-time technologies such as Nextbus to better manage schedules proactively. Prior to these technologies managers had to wait an entire week to see performance reports. These new technologies allow them to address real time performance by assessing whether a bus is running early or late, making contact with the Bus Operator, and addressing the circumstance when possible.

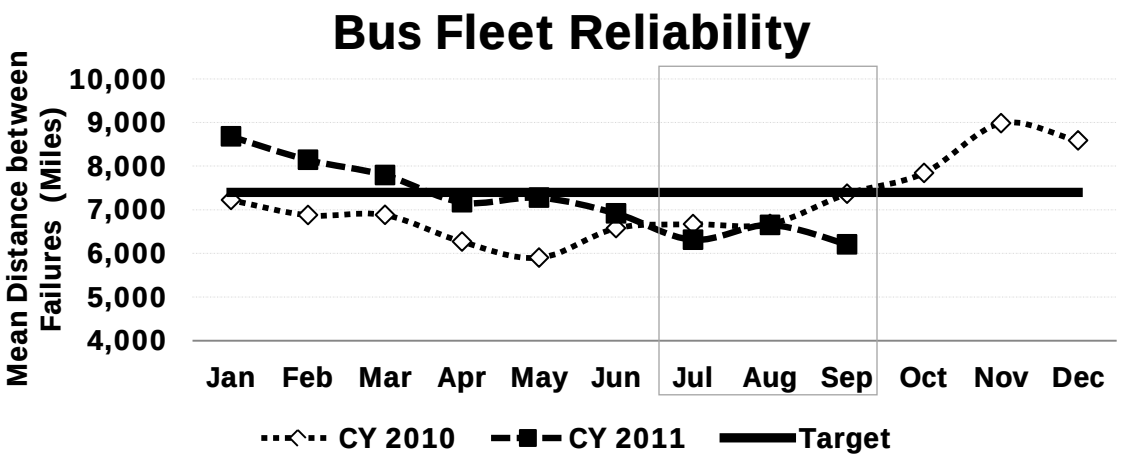
**Conclusion**: Metrobus on-time performance continued to outperform last year's trends by providing stable service over the past six months despite Hurricane Irene and a 5.8% magnitude earthquake.

**KPI: Bus Fleet Reliability (July - September) (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?**

- Bus Fleet Reliability continued to deteriorate this quarter and declined by 10% when compared to the second quarter; however, CY 2011 bus fleet reliability has managed to outperform the prior calendar year for seven of nine months so far this year.
- For the first time this year, bus fleet reliability in July began to drop below the performance of the same period of the previous year. Reasons for this include increased road calls due to failed HVAC components which occurred on the Hybrids during record breaking heat in addition to existing emissions and cooling system challenges.
- Bus fleet reliability ticked up slightly in August as the Hybrid fleet improved by 19% due to progress achieved in resolving manufacturer cooling and emission control system failures.
- By September bus fleet reliability had declined to the lowest fleet reliability of the calendar year. Although the Hybrid and Clean Diesel fleet represent the largest share of road calls, each fleet experienced declining performance. Both the Hybrid and Clean Diesel fleet failures were primarily caused by engine failures.




**Actions to Improve Performance**

- Metro continues to work with the Hybrid manufacturer on two campaigns to address the emissions and cooling system challenges. The campaigns entail updating the engine control program, fuel injectors, engine thermostats, and cooling sensors on all the new Hybrids.
- Bus Maintenance will work directly with HVAC manufacturers to facilitate further testing and improve performance during the hottest and coldest months of the year.
- Ten of 100 CNG buses equipped with subpar engines have been equipped with new engines and eleven more are in the conversion process.
- Bus Maintenance will allot more resources to focus on the remaining 430 active Diesel buses. These buses have the oldest engine technology and need a higher level of preparation for optimal performance during the winter season.

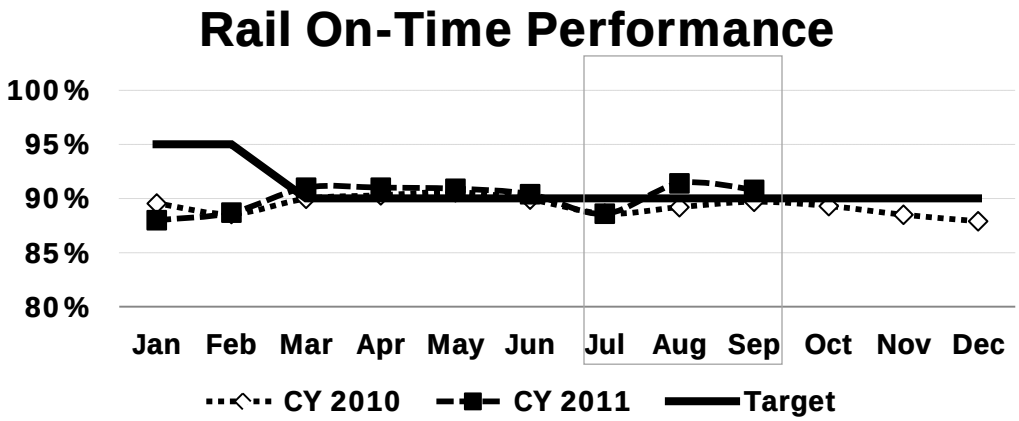
**Conclusion**: Bus fleet reliability continued to deteriorate between July and September and declined by 10% when compared to the April – June timeframe; however, CY 2011 bus fleet reliability has managed to outperform the prior calendar year for seven of nine months this year.

**KPI: Rail On-Time Performance (July - September)** **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?**

- With the exception of July, rail on-time performance continued a seven month above target trend.
- July typically experiences low on-time performance due to hot weather and heavy tourist volumes. As the hottest month on record, this year's July weather resulted in a heat kink on the Red Line and an increased number of "hot cars" that were isolated from customers. In addition, railcar availability numbers were only met 5 out of the 20 weekdays in July largely due to the extreme heat.
- Railcar availability numbers picked up in August with 17 out of 23 weekdays meeting expected levels and 20 of 21 weekdays in September, a recent high.
- Mid-day track work and preparation for weekend track work impacted service to customers due to single track operation. Not only does mid-day track work impact the measure of on-time performance during the day, the transition between mid-day track work and pm peak service results in small delays.
- Metrorail operated consistently reliable service throughout several disruptive natural events including an earthquake on August 23, and Tropical Storms Irene and Lee.
- As expected, Metrorail carried a higher number of visitors during the summer months as compared to winter, which resulted in a higher than average minutes of passenger related delay during July and August when compared to non-summer months.
- In July, as new operators entered the system and new schedules went into effect, the Operations Control Center made schedule adjustments to keep the system running on-time. On-time performance improved over the July-September timeframe as operators became more familiar with their routes.




**Actions to Improve Performance**

- On-time performance begins with trains leaving the first station on-time. To facilitate this, clocks are being installed at terminals to synchronize with the Operations Control Center and be used by Terminal Supervisors.
- Rail Operations Control Center personnel will continue to monitor the rail system operations vigilantly to ensure proper train spacing. Railcar Maintenance staff will continue to work to meet the peak vehicle requirement of 860 cars by coordinating with Rail Transportation.
- Rail Transportation will formalize its training for supervisors to cover topics such as managing arriving and departing trains, inspecting stations, handling emergencies and addressing customer concerns.
- Railcar Maintenance will continue to work with Rail Transportation through the ROCC to reduce the amount of delay to train operations resulting from railcar malfunctions by having technicians available to troubleshoot problems and minimize delays.

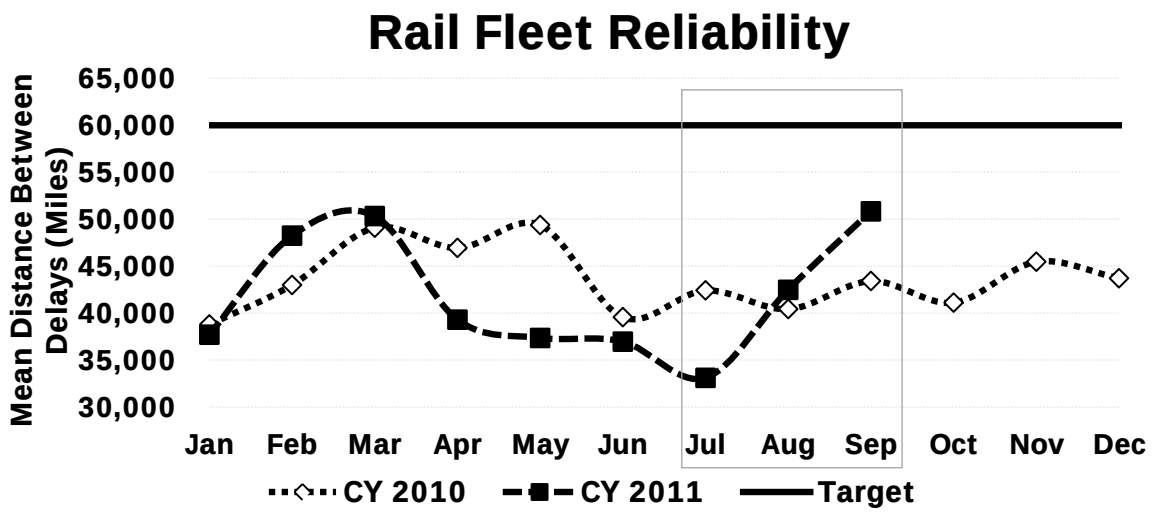
**Conclusion**: With the exception of July, rail on-time performance continued a seven month above target trend.

**KPI: Rail Fleet Reliability (July - September) (Mean Distance Between Delays)** **Objective 2.1 Improve Service Reliability**

**Reason to Track:** Mean distance between delays 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 improved substantially during the quarter from a low in July to the highest performance in September since November 2009. Improvement was due in part to progress being made addressing brake and door failures.
- September experienced only 118 delays of >3 minutes, 50 fewer than in July. This resulted in a mean distance between delay improvement of 20% compared to August, and 53% compared to July.
- July railcar availability was dramatically impacted by record setting hot temperatures resulting in stress and failure of railcar air conditioning systems. These failures took time to repair thus reducing the ability of maintenance personnel to address other delay-causing failures.
- From July through September, the number of delays dropped in all but one of the 14 categories of failures reported. The most significant improvements (reduction in delays) were in brakes (-12), doors (-10), propulsion (-7) and pneumatic systems (-5).
- In September, the 6K fleet had its best performance since last November traveling two time farther (an average of 112,600 miles between delays) than in July due to fewer door, brake and pneumatic system failures.




**Actions to Improve Performance**

- Railcar Maintenance is preparing all wheel truing machines to fix wheels that develop flats caused by falling leaves depositing oily residue on the tracks during fall.
- Railcar Maintenance will prepare for the winter by purchasing snow removal equipment and prepping and upgrading de-icing equipment to run on all fleets to speed snow and ice removal during winter months.
- The 5K HVAC program, which is underway, is being expedited to have as many units completely overhauled in time for summer 2012 as possible. Railcar Reliability (REPA) helped prioritize the most problematic railcars first.
- The 2-3K and 6K vehicle door reliability investigation is underway. Long-term solutions are being investigated and will require lengthy operational testing. Short-term fixes are being implemented. Additional cleaning, adjusting tolerances on the spindles, and correcting the "all doors closed" summary relays are expected to improve the reliability of this system while more permanent solutions are being developed. This affects approximately 1/2 of the total fleet (550) cars. This will be completed by winter.

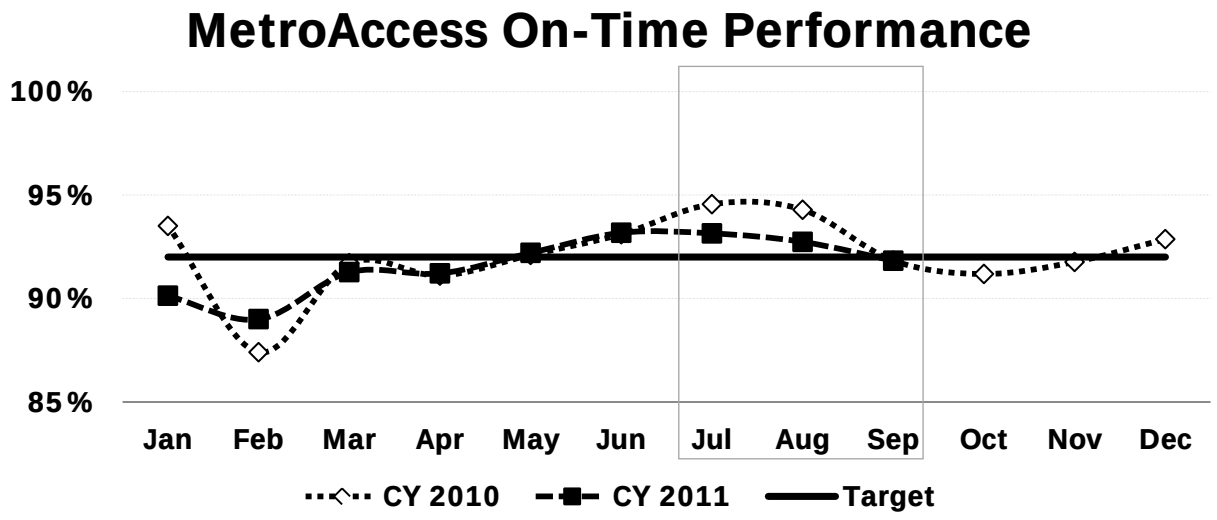
**Conclusion**: Railcar fleet reliability improved from a low in July to the highest performance in 22 months in September because of fewer failures in 13 of 14 categories.

**KPI: MetroAccess On-Time Performance (July - September)** **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 at or above target in July, August and September.
- The implementation and monitoring of the vehicle pull-out procedures in place since May continued to yield results in above-target on-time performance and steady costs.
- The full effect of the in-person eligibility process and the opportunity to educate customers about all modes of transportation available to people with disabilities further reduced demand on MetroAccess and allowed for improved scheduling and dispatching of service. The annual growth in ridership, which declined in FY 2011 continued to track lower this fiscal year.




**Actions to Improve Performance**

- Access Services continues to facilitate regional communication with local governments about accessible paths to and from transit service for people with disabilities through work to make stops and sidewalks more accessible.
- Access Services staff will assist in maintaining rail system accessibility by educating personnel and customers about station access regulations and practices.
- MetroAccess will continue to implement and monitor service delivery to make sure that service problems are recognized and mitigated as quickly as possible.
- Metro is hosting Town Hall meetings during October to gather input and recommendations from the public about the upcoming MetroAccess service contract, which will be developed in 2012.

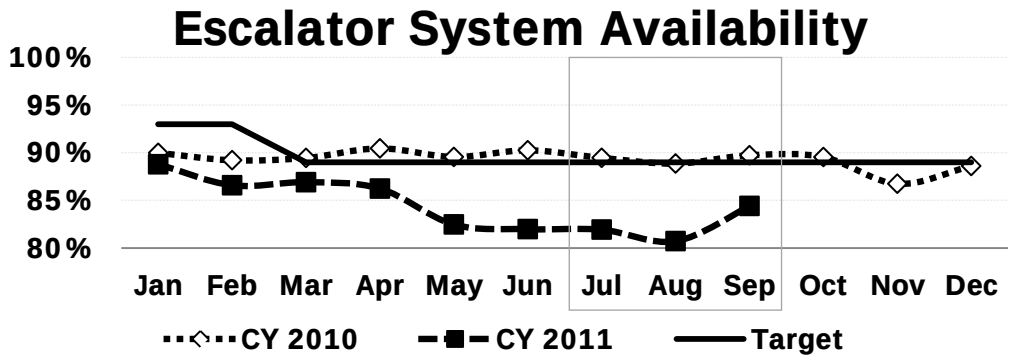
**Conclusion**: MetroAccess continued to exceed its on-time performance target in July, August and September by continually monitoring service while educating customers on their transportation options.

**KPI: Escalator System Availability (July - September)** **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?**

- July and August availability remained consistent with recent months, but September marked a notable improvement mainly due to a decrease in unscheduled maintenance. Metro has demonstrated efficiency improvements from recent reconfiguration of service call maintenance teams into east and west regions. This corresponds with recent successful changes with the creation of east and west preventive maintenance teams.
- The August dip in availability was mainly due to severe weather that brought heavy rains to the DC area damaging electrical components and high winds that caused power outages. In addition, manpower was dedicated to examine all equipment for structural damage after the August 23rd earthquake.
- A higher number of inspections also brought down availability in July and August when repairs outside of scheduled maintenance took units out of service until they passed re-inspection.
- Escalator preventive maintenance compliance reached a new high in July (70%) and remained strong in August (78%) and September (88%). Since July, two managers have focused exclusively on preventive maintenance planning/scheduling in order to increase compliance and repair quality. Although this work takes units out of service in the short term (on average 14 per month), resulting unit reliability will improve in the long-term.
- Metro continued to modernize (aka overhaul) more escalators than last year. In July and August 14% of out-of-service hours were due to modernization. This critical work took on average 20 units out of service at 9 stations during the July-September timeframe.




**Actions to Improve Performance**

- Continue to strengthen the "getting it right the first time" maintenance philosophy. If a repair is identified a 2nd time in an inspection, the unit must stay out of service until resolved.
- Evaluate the efficiency gains from the realignment of escalator preventive maintenance and more recently service call maintenance into east and west regions.
- Implement a new business model concept that supplements WMATA's in-house team, by using contractors to maintain escalators and elevators at stations in Virginia.
- Continue to evaluate the management of parts to strike a balance between stock piling parts that are needed for repairs versus parts needed for "one-time" fixes. Replace the three Dupont Circle Station south entrance escalators in 2012, as units at this busy station have significantly lower availability than other Metro escalators. Metro is planning to shut down the entrance in order to expedite replacement.

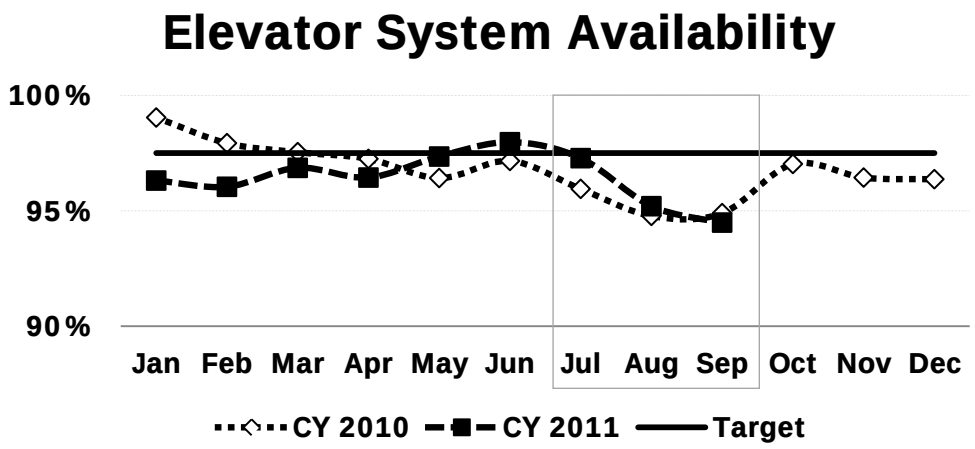
**Conclusion**: Metro continued to strengthen its maintenance efforts resulting in increased preventive maintenance compliance and improved availability in September.

**KPI: Elevator System Availability (July - September)** **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?**

- As is 2010, elevator system-wide availability trended downward in July, August and September suggesting a seasonal trend. However, 2011 performance was better than 2010 for July and August. Severe weather impacted elevator availability especially hard in August and September. Extreme rainfall was the third highest on record and was the first time DC has recorded at least 8 inches of rain in both months. The most significant problem for elevators was water intrusion into elevator pits, resulting in damage to electrical components and keeping units unavailable until water could be pumped out. Power outages caused by high winds also took elevators out of service, with almost a third of the August outages occurring as a result of Hurricane Irene. In addition, manpower was dedicated to examine all elevator equipment following the earthquake on August 23rd which discovered one damaged elevator at Cheverly station.
- Elevator inspection repairs increased significantly in July - September as a result of Metro purposefully intensifying inspection practices in order to improve the reliability of units long-term. Several repairs were complex such as at the Wheaton station and Mt. Vernon station.
- Preventive maintenance improved steadily between July and September reaching an annual high of 80% in September. The increase is notable given that elevators, unlike escalators, do not have dedicated staff to conduct preventive maintenance.
- The steady increase in unexpected service calls and the time needed to return units to service was reflective of Metro's limited number of mechanics who specialize in elevator maintenance.




**Actions to Improve Performance**

- Continue to strengthen "getting it right the first time" maintenance.
- Evaluate the efficiency gains from the realignment of elevator equipment into east and west regions.
- Implement a new business model concept that supplements WMATA's in-house team by using contractors to maintain escalators and elevators at stations in Virginia, including Orange Line stations from Rosslyn to Vienna.
- Identify and reclassify elevator parts that are necessary to performance routine maintenance to improve part availability. Metro has 31 different types of elevators and many parts have long lead times making effective parts management a continual challenge and a focus.
- Address the shortage of mechanics specializing in elevator maintenance by forming an elevator repair group to hire additional skilled elevator mechanics and develop elevator training classes.

**Conclusion**: Elevator availability was impacted by severe weather, increase in inspection repairs and lengthy repairs. Despite these challenges, elevator preventive maintenance reached an annual high (80%) in September.

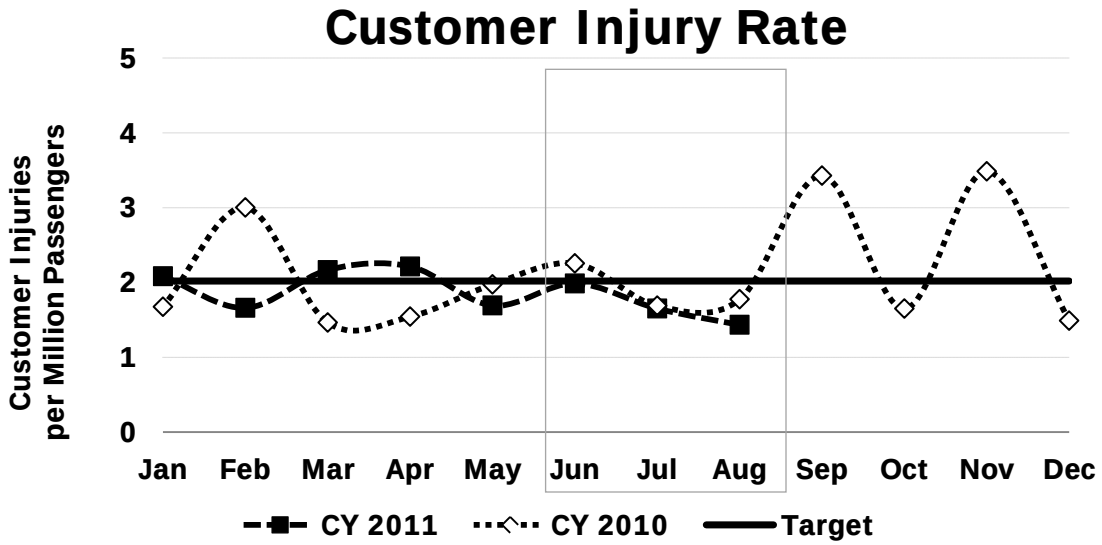
**KPI: Customer Injury Rate (June - August) Per Million Passengers**

**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?**

- The customer injury rate consistently improved from June through August. During this timeframe most of the customer injuries occurred while riding the bus (44%) generally due to collisions (57% of which were non-preventable). Customer injuries were secondarily caused by slips/trips/falls while walking in the rail station/parking facility (22%), using the escalators (22%), and riding the rail system (5%).
- The Bus Customer injury decline from June through August can be linked to a decline in the number of collisions as bus transportation diligently focused on reducing risky driving behavior by reinforcing remedial and defensive training for its Operators.
- The average rail transit facility injuries (escalators, stations and parking) declined this quarter (18%), although rail transit facility injuries increased during the month of August due to increased slips/falls. It became increasingly challenging to keep facility areas dry as the area experienced more rain in the June through August timeframe compared to the same period of the prior year.
- MetroAccess passenger injuries remained lower compared to the prior calendar year except for July where a larger number of collisions (5) resulted in 9 injuries. Given that collisions are a main cause of injuries, the installation of DriveCam has been an effective tool to monitor the driving behavior of MetroAccess Operators.




**Actions to Improve Performance**

- Metro will organize a "Bus To Bus" campaign reminding Operators to slow down, exhibit defensive driving behavior (look ahead to observe more), and to exercise spatial awareness (there should always be 3 ft of clearance space).
- Safety Officers will partner with Bus Service Operations Managers; making themselves more visible in hotspots. Hotspots are routes in which above average incidents have occurred and/or have large numbers of children traveling on them.
- Continue to display signage warning customers of a hazard ahead such as a wet floor in addition to vigilantly placing caution cones on or around hazardous areas.
- Bus Operators will continue to take defensive and remedial driver training as required when risky driving behavior is observed.

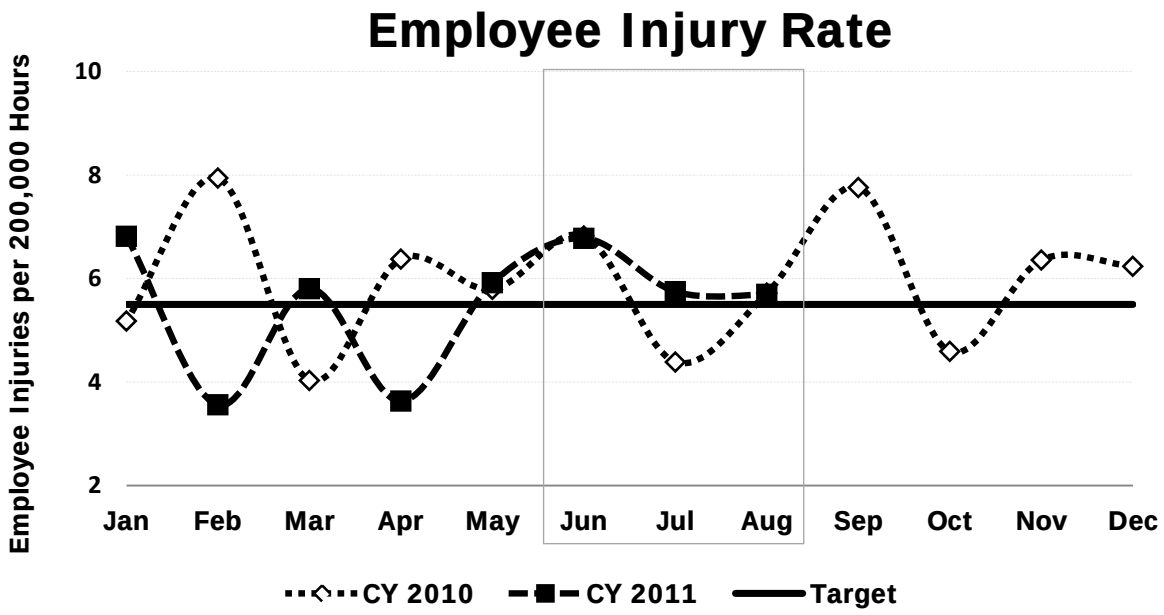
**Conclusion**: The customer injury rate consistently improved from June through August staying better than target.

| KPI: | Employee Injury Rate (June - August) | 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 is trending better at the end of the third quarter after worsening in June.
- During the month of June, employee injuries were above average due to increased "Struck by Object" injuries caused by multiple factors: handling objects, stepping on objects and falling objects.
- In a continuing pattern, Bus employees tend to represent the largest population of employees injured followed by Rail Transportation and the MTPD due to straining, slips/trips/falls, and bus collisions.




**Actions to Improve Performance**

- Safety presentations demonstrating the proper form to lift, push and pull will be presented to new employees and also shown to Bus Supervisors as a refresher.
- Continue to provide incident and injury investigation training to supervisors. Quality investigations tend to have a positive effect on the reduction of employee injuries.
- Continue to require training instructors to conduct ride-alongs with every Operator involved in an accident.
- Increased safety blitz or inspections will occur to encourage safe behaviors and spatial awareness in an effort to reduce slips/falls and struck by injuries.

**Conclusion**: The employee injury rate trended better at the end of the third quarter and fell in line with the target. Metro will continue training efforts in an effort to reduce employee injuries.

| KPI: | Crime Rate (June - August) 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?**

- The number of crimes in the transit system was down 18% this quarter (June-August) when compared to the same months last year.
- The average rate of Metrobus crimes declined by 9% when compared to the months of March through May. MTPD continued to develop bus security strategies in partnership with bus operators, such as increased patrol by plain clothes as well as uniformed police officers.
- The average rate of rail system crimes declined by 5% compared to the months of March through May and has maintained a rate slightly lower than the prior year. MTPD adjusted patrols in planning for the start of school, by shifting resources to stations with larger student populations. Ridership awareness campaigns and changes to patrol patterns also contributed to the significant reduction in the robbery of small electronic devices in August.
- The parking lot crime rate was higher in June - August when compared to the prior quarter due to an increase in vehicle thefts and attempted thefts. The higher rate is typical of seasonal parking lot crime rates during the summer months, but still remained below 2010 levels as MTPD deployed more officers (plain clothes and uniformed), increased accessibility to parking lots to local law enforcement agencies and moved observation towers to areas where crime was increasing.


**Target**: Less than 2,279 Part I Crimes in CY 2011

**Actions to Improve Performance**

- To provide crime prevention information to customers and reduce the risk of vehicle break-ins, officers monitoring parking lots will report observations of valuables in vehicles via mail out to customers.
- MTPD will increase patrol (casual clothes and uniformed officers) of hotspots in the Northeast and Northwest regions of the District of Columbia to address bus crimes.
- MTPD will monitor the adjustments made to patrol of rail stations for the start of school.
- MTPD's Criminal Investigation Division will continue to search pawn databases for items stolen from Metro riders (e.g., GPS systems, notebook computers, jewelry) in order to identify and arrest offenders.

**Conclusion**: The average crime rate increased this quarter, but overall crime rates remained below 2010 levels especially in the parking lots.

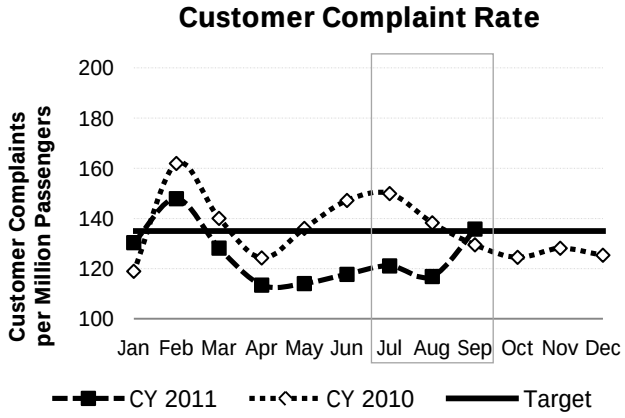
**KPI: Customer Comment Rate (July - September) Per Million Passengers**

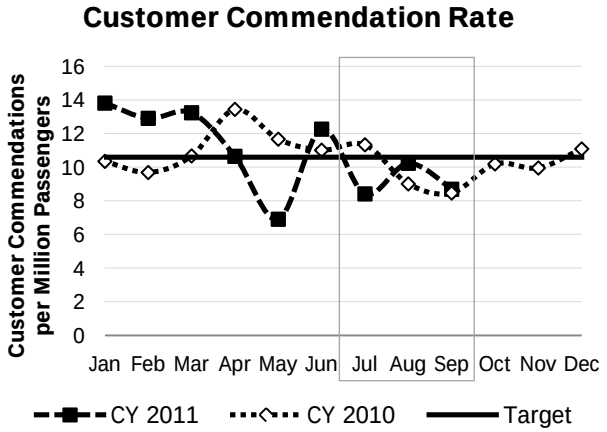
**Objective 2.3 Maximize Rider Satisfaction**

**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 three month customer commendation trend shows an uptick in August, partially the result of Metro's continuing operations following the August 23rd earthquake. Commendations were also up for paratransit for each month of the quarter. Besides July, overall customer commendation rate was above 2010 levels.
- Customer complaints continued to stay below last year trends except for September which experienced the highest number of bus complaints in over a year because of seasonal increases in traffic and many customers returning to work and school, following summertime service modifications.
- Complaints related to Metrorail continually fell throughout the quarter, as hot cars were no longer a problem and rail on-time performance exceeded its target.
- MetroAccess complaints were up slightly in September, after holding steady throughout the summer, but remained below the levels seen last year.




**Actions to Improve Performance**

- Metro staff will continue working to maintain and improve service quality and reliability as discussed throughout the Vital Signs Report "actions to improve" sections (pages 10-19).
- Metro will continue to reach out to customers and stakeholders through a variety of media, both traditional and new, to keep them informed and to facilitate smooth travel on all modes of transportation Metro provides.
- The Metro Forward campaign has been in place for 7 months, and will continue to be updated and expanded over the next two years. Information about current projects is available on facebook at http://www.facebook.com/MetroForward including video clips of weekend track work projects.
- Metro will be testing improvements to the SmarTrip program that allow online reloading of the SmarTrip accounts. Once loaded, the card will add the value the next time it is used, rather than having to go to the fare machine to load value.
- Metro will begin using a new daily report of call center performance recently developed as a result of a Customer Relations and Customer Information Call Center evaluation.
- Communication with customers through public meetings and focus groups will continue to provide customers the opportunity to communicate their needs as service changes are proposed by staff.

**Conclusion**: Customer commendation and complaint rates reflected Metro's handling of the August 23rd earthquake with a 50% increase in rail commendations that month and Metrobus challenges with on-time service resulting in a notable spike in complaints in September.

**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 revenue 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:** Number of failures / miles

**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:** Number of failures resulting in delays greater than three minutes / total railcar miles

**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 very late.
**Calculation:** The 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)** – Part I crimes reported to Metro Transit Police Department on bus, rail, or at 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)

**Arrests, Citations and Summonses** – The number of arrests and citations/summonses issued by the Metro Transit Police Department. Examples of citations/summonses include minor misdemeanors, fare evasion and public conduct violations.

**Customer Comment Rate (per million passengers)** – 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 | Avg. Thru Sep. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 79.4% | 70.6% | 76.6% | 73.8% | 73.8% | 73.0% | 72.8% | 74.7% | 71.7% | 72.7% | 74.0% | 75.7% | 74.0% |
| **CY 2011** | 78.5% | 76.9% | 77.5% | 76.3% | 74.5% | 74.1% | 75.5% | 76.4% | 72.2% | | | | 75.8% |

**KPI: Bus Fleet Reliability (Bus Mean Distance Between Failures) / Target = 7,400 Miles**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Sep. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 7,223 | 6,878 | 6,882 | 6,270 | 5,902 | 6,578 | 6,670 | 6,673 | 7,366 | 7,842 | 8,982 | 8,587 | 6,716 |
| **CY 2011** | 8,681 | 8,144 | 7,794 | 7,171 | 7,277 | 6,916 | 6,312 | 6,651 | 6,206 | | | | 7,239 |

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

| Type (~ % of Fleet) | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Avg. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CNG (30%)** | 9,939 | 10,410 | 9,520 | 10,242 | 8,480 | 9,802 | 7,790 | 8,657 | 7,835 | 7,875 | 7,392 | 6,946 | 8,741 |
| **Hybrid (27%)** | 13,526 | 14,198 | 12,474 | 11,853 | 11,158 | 10,433 | 9,536 | 11,235 | 8,058 | 7,321 | 8,731 | 8,900 | 10,619 |
| **Clean Diesel (8%)** | 12,118 | 12,290 | 12,958 | 11,473 | 8,042 | 7,637 | 9,442 | 7,081 | 9,866 | 9,151 | 6,380 | 6,021 | 9,372 |
| **All Other (35%)** | 4,698 | 5,718 | 5,699 | 5,751 | 6,191 | 5,340 | 5,012 | 4,839 | 5,102 | 4,423 | 4,899 | 4,300 | 5,164 |

**KPI: Rail On-Time Performance by Line / Target = 90%**

| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Avg. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Red Line** | 88.3% | 87.5% | 87.9% | 85.1% | 87.2% | 90.7% | 90.7% | 90.6% | 89.8% | 87.8% | 91.0% | 90.5% | 88.9% |
| **Blue Line** | 87.3% | 87.9% | 86.3% | 88.0% | 86.4% | 88.9% | 88.8% | 87.7% | 88.2% | 85.9% | 89.1% | 89.2% | 87.8% |
| **Orange Line** | 91.6% | 91.0% | 90.0% | 91.7% | 91.4% | 93.0% | 93.3% | 92.5% | 92.4% | 91.3% | 93.2% | 93.4% | 92.1% |
| **Green Line** | 91.0% | 88.3% | 86.5% | 90.2% | 90.1% | 91.3% | 91.2% | 92.4% | 91.1% | 90.1% | 92.3% | 90.5% | 90.4% |
| **Yellow Line** | 90.7% | 91.2% | 91.0% | 91.5% | 92.4% | 92.3% | 92.6% | 92.4% | 92.4% | 87.9% | 91.9% | 91.3% | 91.5% |
| **Average (All Lines)** | 89.3% | 88.5% | 87.9% | 88.0% | 88.7% | 91.0% | 91.0% | 90.9% | 90.4% | 88.6% | 91.4% | 90.8% | 89.7% |

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

| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Avg. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **1000 series railcars** | 40,517 | 45,595 | 45,557 | 54,137 | 46,302 | 43,866 | 29,118 | 28,997 | 29,206 | 26,680 | 35,194 | 37,775 | 38,579 |
| **2000/3000 series railcars** | 31,572 | 35,820 | 42,065 | 28,076 | 40,431 | 45,169 | 41,760 | 31,047 | 38,769 | 36,041 | 44,908 | 44,777 | 38,370 |
| **4000 series railcars** | 36,587 | 25,073 | 25,195 | 31,393 | 31,646 | 58,442 | 31,054 | 52,372 | 21,733 | 17,248 | 22,381 | 68,341 | 35,122 |
| **5000 series railcars** | 44,462 | 54,016 | 47,509 | 30,078 | 47,868 | 41,251 | 46,561 | 45,038 | 35,451 | 37,320 | 38,170 | 47,304 | 42,919 |
| **6000 series railcars** | 88,918 | 119,427 | 56,172 | 74,865 | 110,928 | 94,443 | 57,550 | 61,979 | 81,549 | 56,000 | 110,735 | 112,619 | 85,432 |
| **Fleet average** | 41,121 | 45,471 | 43,712 | 37,703 | 48,241 | 50,328 | 39,302 | 37,355 | 36,963 | 33,112 | 42,475 | 50,829 | 42,218 |

**KPI: MetroAccess On-Time Performance / Target = 92%**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Sep. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 93.5% | 87.4% | 91.7% | 91.1% | 92.1% | 93.1% | 94.6% | 94.3% | 91.8% | 91.2% | 91.8% | 92.9% | 92.2% |
| **CY 2011** | 90.1% | 89.0% | 91.3% | 91.2% | 92.2% | 93.2% | 93.1% | 92.7% | 91.8% | | | | 91.6% |

**KPI: Escalator System Availability / Target = 89%**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Sep. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 90.0% | 89.2% | 89.5% | 90.5% | 89.6% | 90.3% | 89.5% | 88.9% | 89.7% | 89.5% | 86.7% | 88.6% | 89.7% |
| **CY 2011** | 88.8% | 86.6% | 86.9% | 86.2% | 82.5% | 82.0% | 81.9% | 80.7% | 84.4% | | | | 84.4% |

**KPI: Elevator System Availability / Target = 97.5%**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Sep. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 99.0% | 97.9% | 97.5% | 97.3% | 96.4% | 97.2% | 96.0% | 94.8% | 94.9% | 97.0% | 96.4% | 96.4% | 96.8% |
| **CY 2011** | 96.3% | 96.0% | 96.9% | 96.4% | 97.4% | 98.0% | 97.3% | 95.2% | 94.5% | | | | 96.4% |

**KPI: Customer Injury Rate (per million passengers)* / Target = ≤ 2.02 injuries per million passengers**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Aug. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 1.67 | 3.00 | 1.46 | 1.54 | 1.97 | 2.25 | 1.69 | 1.78 | 3.43 | 1.65 | 3.49 | 1.49 | 1.92 |
| **CY 2011** | 2.08 | 1.66 | 2.16 | 2.21 | 1.69 | 1.99 | 1.65 | 1.43 | | | | | 1.86 |

*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 | Avg. Thru Aug. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 2.08 | 3.66 | 1.73 | 1.77 | 1.84 | 3.33 | 2.40 | 1.61 | 6.92 | 1.98 | 5.91 | 1.78 | 2.30 |
| **CY 2011** | 1.72 | 0.93 | 3.38 | 2.59 | 2.01 | 3.34 | 1.88 | 1.32 | | | | | 2.15 |

**Rail Customer Injury Rate (per million passengers)**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Aug. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 0.06 | 0.15 | 0.10 | 0.19 | 0.22 | 0.20 | 0.10 | 0.11 | 0.17 | 0.11 | 0.18 | 0.00 | 0.14 |
| **CY 2011** | 0.13 | 0.19 | 0.15 | 0.10 | 0.16 | 0.20 | 0.05 | 0.05 | | | | | 0.13 |

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

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Aug. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 1.09 | 2.31 | 0.99 | 0.91 | 1.31 | 1.03 | 0.89 | 1.35 | 0.95 | 1.22 | 1.56 | 1.09 | 1.24 |
| **CY 2011** | 2.00 | 1.81 | 1.17 | 1.61 | 1.08 | 0.90 | 1.03 | 1.25 | | | | | 1.36 |

*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 | Avg. Thru Aug. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 26.18 | 22.06 | 21.57 | 31.55 | 48.11 | 46.48 | 34.47 | 38.84 | 24.61 | 14.45 | 25.50 | 20.53 | 33.66 |
| **CY 2011** | 16.45 | 10.55 | 14.63 | 32.12 | 27.41 | 16.72 | 53.96 | 22.53 | | | | | 24.30 |

**KPI: Employee Injury Rate (per 200,000 hours) / Target = ≤ 5.05 injuries per 200,000 hours**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Aug. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 | 5.78 |
| **CY 2011** | 6.82 | 3.56 | 5.81 | 3.64 | 5.92 | 6.78 | 5.75 | 5.70 | | | | | 5.50 |

**KPI: Crime Rate (per million passengers) / Target = ≤ 2,279 Part I Crimes in Calendar Year 2011**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Aug. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010 Metrobus** | 0.52 | 0.23 | 0.74 | 1.23 | 1.46 | 0.96 | 0.86 | 0.66 | 1.50 | 1.51 | 0.90 | 0.89 | 0.83 |
| **CY 2011 Metrobus** | 0.86 | 0.31 | 0.95 | 0.65 | 0.18 | 0.45 | 0.47 | 0.79 | | | | | 0.58 |
| **CY 2010 Metrorail** | 7.59 | 6.11 | 4.68 | 5.06 | 6.11 | 5.26 | 6.19 | 4.91 | 6.95 | 4.97 | 6.38 | 6.71 | 5.74 |
| **CY 2011 Metrorail** | 6.63 | 4.68 | 3.96 | 4.72 | 7.32 | 5.16 | 6.06 | 4.02 | | | | | 5.32 |
| **CY 2010 Parking** | 2.79 | 2.53 | 3.05 | 2.39 | 4.53 | 3.94 | 4.06 | 5.40 | 2.75 | 2.17 | 2.89 | 4.54 | 3.59 |
| **CY 2011 Parking** | 3.06 | 2.50 | 1.78 | 1.24 | 1.19 | 3.50 | 3.39 | 3.15 | | | | | 2.48 |

**Crimes by Type**

| | Sept-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Avg. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Robbery | 83 | 76 | 91 | 97 | 92 | 60 | 77 | 74 | 75 | 71 | 73 | 39 | 76 |
| Larceny | 91 | 50 | 58 | 67 | 44 | 40 | 41 | 47 | 70 | 87 | 105 | 92 | 66 |
| Motor Vehicle Theft | 9 | 17 | 13 | 10 | 15 | 5 | 6 | 4 | 5 | 10 | 11 | 4 | 9 |
| Attempted Motor Vehicle Theft | 9 | 3 | 3 | 3 | 6 | 5 | 1 | 2 | 0 | 8 | 2 | 3 | 4 |
| Aggravated Assault | 14 | 14 | 11 | 12 | 9 | 11 | 5 | 10 | 16 | 8 | 10 | 9 | 11 |
| Rape | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Burglary | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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** | **207** | **161** | **178** | **189** | **166** | **121** | **130** | **137** | **166** | **184** | **202** | **147** | **166** |

**KPI: Customer Commendation Rate (per million passengers) / Target = ≥ 10.6 per million passengers**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Sep. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 10.3 | 9.7 | 10.7 | 13.4 | 11.7 | 11.0 | 11.3 | 9.0 | 8.5 | 10.2 | 10.0 | 11.1 | 10.6 |
| **CY 2011** | 13.8 | 12.9 | 13.2 | 10.6 | 6.9 | 12.3 | 8.4 | 10.2 | 8.7 | | | | 10.8 |

**KPI: Customer Complaint Rate (per million passengers) / Target = ≤ 135 complaints per million passengers**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Sep. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 119 | 162 | 140 | 124 | 136 | 147 | 150 | 138 | 129 | 125 | 128 | 125 | 138 |
| **CY 2011** | 130 | 148 | 128 | 113 | 114 | 118 | 121 | 117 | 136 | | | | 125 |

**Metrobus Ridership (millions of unlinked trips)**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Sep. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 9.6 | 7.1 | 11.0 | 10.8 | 10.3 | 10.5 | 10.4 | 10.6 | 10.5 | 10.6 | 10.1 | 9.0 | 10.1 |
| **CY 2011** | 9.3 | 9.7 | 11.5 | 10.8 | 10.9 | 11.1 | 10.6 | 11.4 | 11.2 | | | | 10.7 |

**Metrorail Ridership (millions of linked trips)**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Sep. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 16.5 | 13.4 | 20.3 | 20.8 | 18.3 | 20.3 | 20.2 | 18.5 | 17.8 | 18.9 | 16.6 | 15.7 | 18.5 |
| **CY 2011** | 16.0 | 16.0 | 19.7 | 19.3 | 18.4 | 20.0 | 19.5 | 18.4 | 18.0 | | | | 18.4 |

**MetroAccess Ridership (100,000s of completed trips)**

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Avg. Thru Sep. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CY 2010** | 1.91 | 1.36 | 2.32 | 2.22 | 2.08 | 2.15 | 2.03 | 2.06 | 2.03 | 2.08 | 1.96 | 1.95 | 2.0 |
| **CY 2011** | 1.82 | 1.90 | 2.05 | 1.87 | 1.82 | 1.79 | 1.67 | 1.78 | 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 | 3.5 million |

## Ridership

| Mode | FY 2011 | Average Weekday |
|---|---|---|
| Bus | 125 million | 451,213 (September 2011) |
| Rail | 217 million | 737,196 (September 2011) |
| MetroAccess | 2 million | 6,831 (September 2011) |
| Total | 344 million | |

## Fiscal Year 2012 Budget

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

## Metrobus General Information

| | |
|---|---|
| Size | 11,624 bus stops |
| 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 (485), Clean Diesel (117) and All Other (430) |
| 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 (30,982 average weekday entries in |
| Regular Fare (peak) | Minimum - $2.20 paper fare card, $1.95 SmarTrip®<br>Maximum - $5.25 paper fare card, $5.00 SmarTrip® |
| Reduced Fare (non-peak) | Minimum - $1.85 paper fare card, $1.60 SmarTrip®<br>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 | 237 |
| 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** | 2.4 years |
| Paratransit Garages | 7 (1 in DC, 4 in MD and 2 in VA) |
| Contract Provider | MV Transportation |

***As of July 2011.*