Vital Signs Report

A Scorecard of Metro's

Key Performance Indicators (KPI)

2013 2nd Quarter Results

Office of Performance

Chief Performance Officer

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Introduction to this report

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

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

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

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

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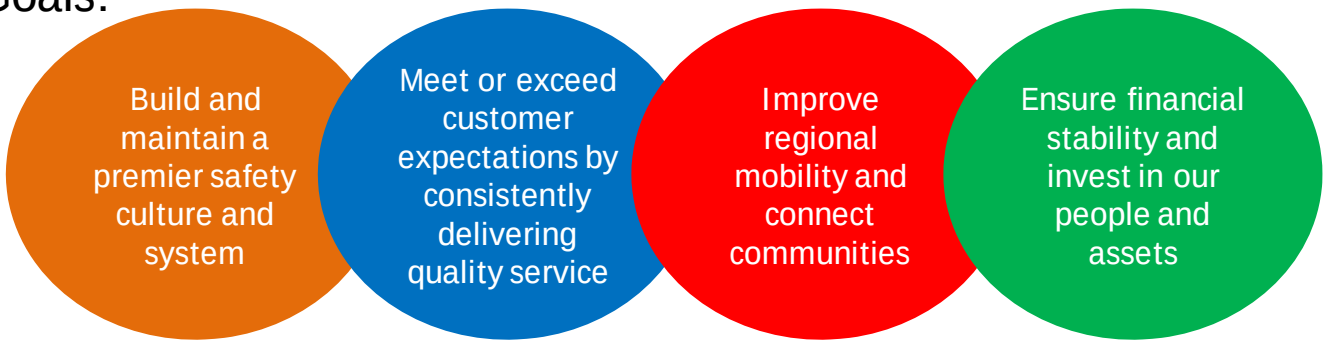
Strategic Plan Overview

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:



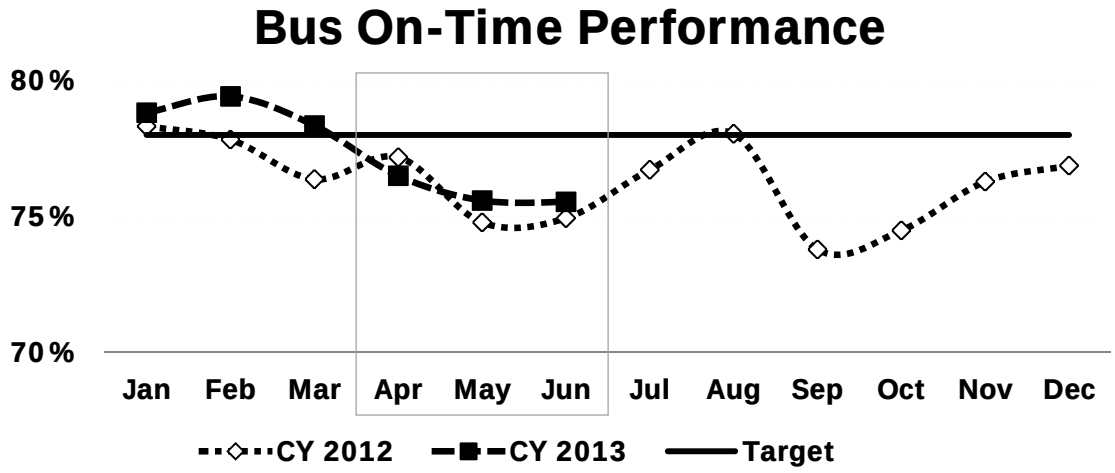
KPI: Bus On-Time Performance (Apr - Jun 2013)

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?

- Bus on-time performance improved slightly compared to Q2-2012 as a result of the implementation of additional service improvements and the On-time Performance Center continually monitoring and responding to service delays (the On-time Performance Center addresses real-time issues created by unscheduled incidents).
- In Q1-2013 Metro indicated that it would focus on opportunities to reduce buses arriving early. The results of those actions were evident this quarter, as buses ran early 4% less frequently compared to Q2-2012. Actions included performing increased checks at the ends of runs allowing superintendents to evaluate whether operators are completing their runs earlier than expected.
- Although performance improved this quarter compared to Q2-2012, performance declined April through June - following an expected annual trend. This pattern generally occurs as special events, road construction, and tourist activity increases each spring. Despite the declining results, bus on-time performance for 2013 remained above 2012.



Actions to Improve Performance

- Implement more than a dozen service changes throughout the region to improve on-time performance and provide new service options. Some of the service changes include adding trips, stops, and extending weekday service.
- Continue to study lines that are performing below target to develop actionable steps that will improve on-time performance, like the 4, 80, and H line studies conducted this year. For example, as a result of the 4 line study, Metro added additional run-time to improve on-time performance and also discovered that multiple stops are positioned too close together. Customer and community input along with study results will be used to develop actionable steps to improve on-time performance.
- Continue the installation of improved bus communications equipment designed to create more reliable bus arrival predictions for cell phone app users.

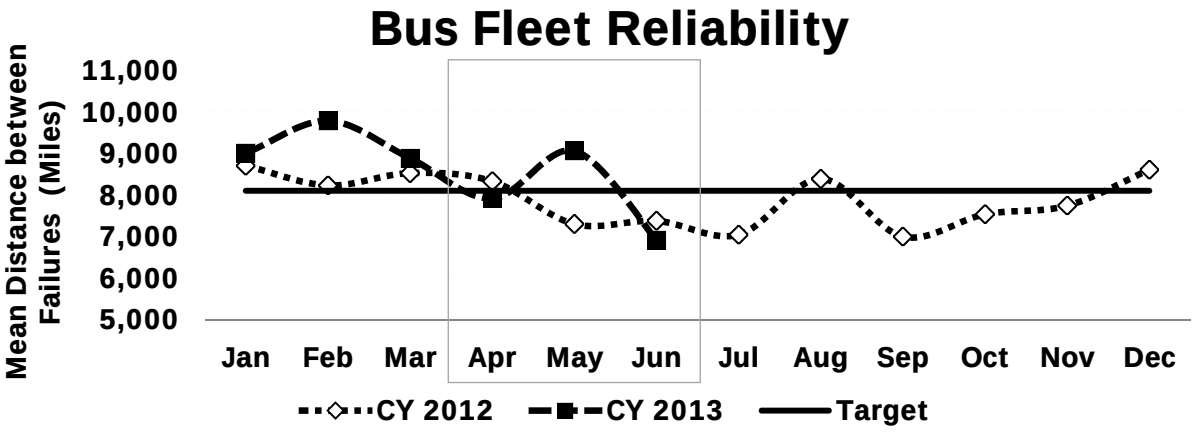
Conclusion: Bus on-time performance improved slightly compared to Q2-2012 as a result of the implementation of additional service improvements and improved response time to unscheduled service delays.

KPI:	Bus Fleet Reliability (Apr- Jun 2013) (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?

- Q2-2013's overall fleet reliability improved by 3% compared to Q2-2012, due to increased preventive maintenance inspections, although April and June fleet reliability were 5% and 6% below 2012 respectively. Performance was driven by increased engine sensor failures on the Hybrid fleet. Engine sensor failures tend to increase due to electronic component failures when the temperature fluctuates (April) and when it gets hotter and more humid (June 4th wettest on record). Maintenance teams worked through issues caused by water intrusion on electrical systems and suspension systems damaged by pot holes and rough road surfaces due to the excessive rains.
- Maintenance work performed to ensure customers are serviced by reliable buses remains largely unseen by customers, when in fact quality maintenance practices are considered throughout the lifecycle of a bus. Understanding the lifecycle is essential to maintaining overall fleet reliability. The six phases of a bus' lifecycle are: Contract phase, Build phase, Administrative phase, Bus Acceptance phase, Operating/Maintenance phase, Retirement phase.
- Customers are directly affected by the Operating and Maintenance phase. During the Maintenance phase, Metro performs mid-life overhauls on a minimum of 100 buses per year. This generally keeps the average fleet age at 7.5 years.
- At mid-life, the bus engine is rebuilt, transmission and electronics are replaced, chassis parts and seats are replaced, and the body of the bus is repainted. Performing mid-life overhauls is proven to reduce mechanical failures causing fewer breakdowns requiring major repairs



Actions to Improve Performance

- This year Metro is in the process of completing the mid-life rehab of 20 Clean Diesel buses with 97 remaining to be rehabbed.
- Replace, older less reliable buses, with 85 forty two foot Hybrid buses (a Better Bus initiative to replace 654 new buses over a five year period).
- Continue to partner with manufacturers to resolve battery and exhaust gas regeneration pollution control equipment cooler failures (parts required to resolve these issues are still under warranty).

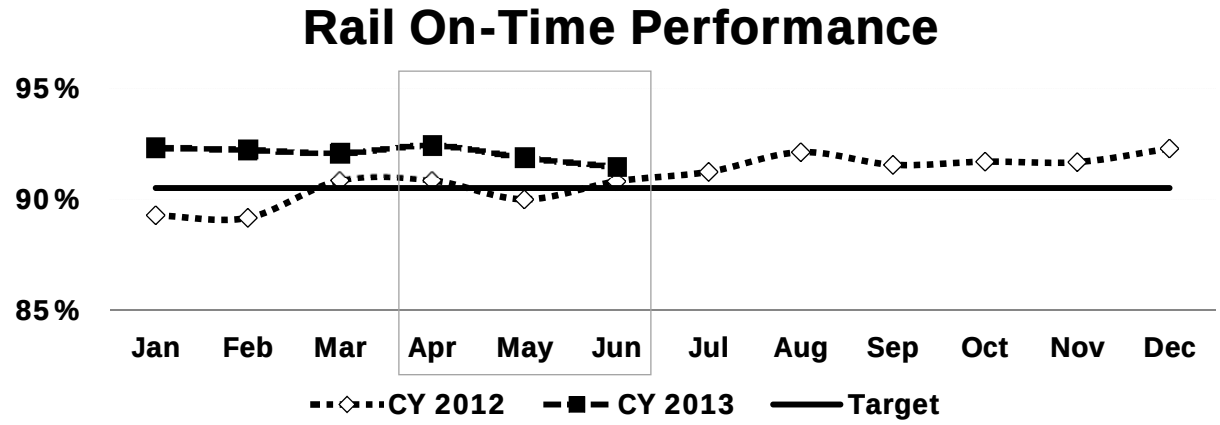
Conclusion: This quarter's fleet reliability page highlights how proactive maintenance work resulted in a 3% improvement compared to Q2-2012.

KPI:	Rail On-Time Performance (Apr - Jun 2013)	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 1% above Q2-2012, with performance better on all five lines.
- The best news for customers this quarter was that train delays were significantly reduced (42% fewer than Q2-2012) as a result of fewer incidents across all categories including railcar, infrastructure and operations.
- Rail Transportation expanded the use of a tool that monitors movement of trains in rail yards and maintenance shops to more efficiently group railcars into trains (maximizing trains available for service), and balance deployment of trains across the system (enabling even headways).
- Using clocks installed at terminals since Q2-2012, operators synchronized their watches with Rail OCC to improve on-time departure from terminals.
- While Red Line OTP was above Q2-2012, notable incidents contributed to a .5% decline in overall OTP in May and again in June 2013 (e.g., 3rd rail crack on May 1st, fire under a rail car at Silver Spring on May 14th, disabled train at Rhode Island Ave. on June 14th and loss of third rail power at Fort Totten on June 25th).
- Weekday track work occurred in the evening on all lines, reducing evening OTP to 86% at a time when the fewest customers were in the system. The reduction has a comparatively small impact on the overall measure of on-time performance because only 6% of weekday service occurs in the evening.



Actions to Improve Performance

- Reduce customer inconvenience by starting evening track work at 10 p.m. (previously 8 p.m. on some lines).
- Rail Transportation managers will continue to monitor and discuss OTP results daily to identify opportunities for improvements to service (e.g., on-time train departure from terminals, consistent train dispatch at merge stations where two lines come together and maintaining even train spacing on each line).
- Rail Transportation and Car Maintenance will work cooperatively to more efficiently stage railcars around the system, ensuring railcars are ready for service following maintenance inspections.
- Further improve placement of gap trains and train balancing across system by extending tool that monitors movement of trains in rail yards and maintenance shops to Assistant Superintendents.

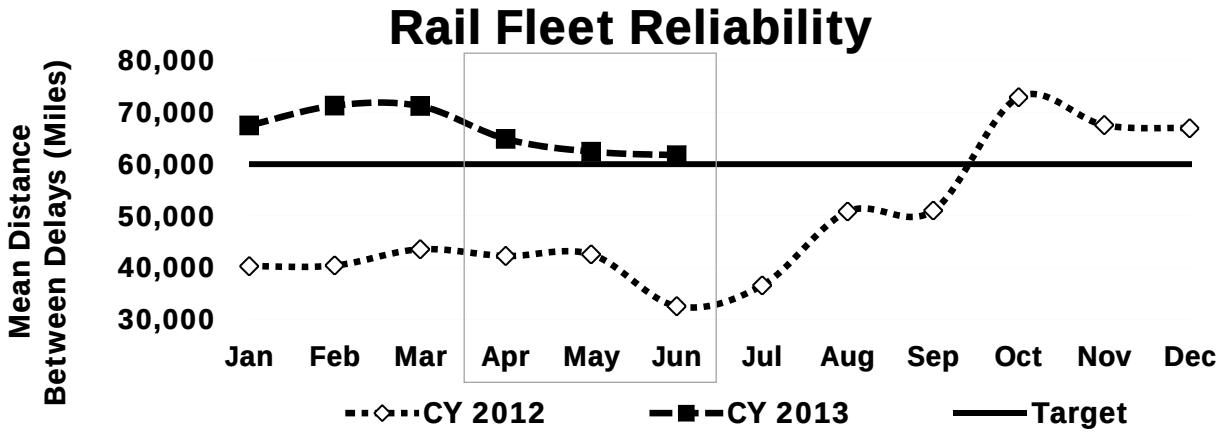
Conclusion: Weekday Rail On-Time Performance (OTP) improved across all five lines in Q2-2013 and remained above target due to enhanced management of train spacing and fewer delay incidents.

KPI:	Rail Fleet Reliability (Apr - Jun 2013) (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?

- Metrorail fleet reliability for Q2-2013 continued to perform above WMATA's target as a result of the dramatic improvement in railcar doors first realized at the end of 2012.
- For Q2-2013, performance has improved 53% over Q2-2012. Car Maintenance's efforts to improve the 2000, 3000, and 6000 series railcar door systems have shown long-term benefits.
- Overall, reliability improved across all car classes. Fleet-wide propulsion delays were down 36% from Q2-2012, and brake system-caused delays were down 21%.
- Although the 1000 series railcars experienced a slight uptick in brake issues for Q2-2013, when compared to the rest of the fleet, the reliability of the braking system in this class of cars has increased 71% from Q2-2012. Among the fleet, these cars have a unique hydraulic-pneumatic system, and are more prone to troubles than other series - which operate with a more traditional pneumatic braking system.
- Proactive maintenance strategies, including system overhauls and inspections, have resulted in a 33% decrease in air conditioning system failures for the 5000 series railcars, as compared to the same three-month period last year.
- The delay numbers for Q2-2013, though overall positive, were skewed downward from a notable two-hour delay caused by the May 14th incident at Silver Spring.



Actions to Improve Performance

- Following the modification of the Passenger Emergency Intercom's functionality on the 6000 series cars, begin similar work on the 4000 series cars. These modifications allow full interoperability between series cars (e.g., 6000 and 1000), returning a measure of train-consist flexibility for rail operations.
- As the summer months progress, Car Maintenance will continue to pay special attention to both Propulsion and HVAC systems, which have been traditionally challenged by excessive ambient temperatures.
- Steady progress is continuing on installing cab-mounted red-signal warning labels in all car classes, with 44% of the fleet outfitted (this excludes the 1000 series, which are used only in the middle of trains). This modification is intended to help operators avoid red-signal-overrun conditions, improving safety and performance for customers.

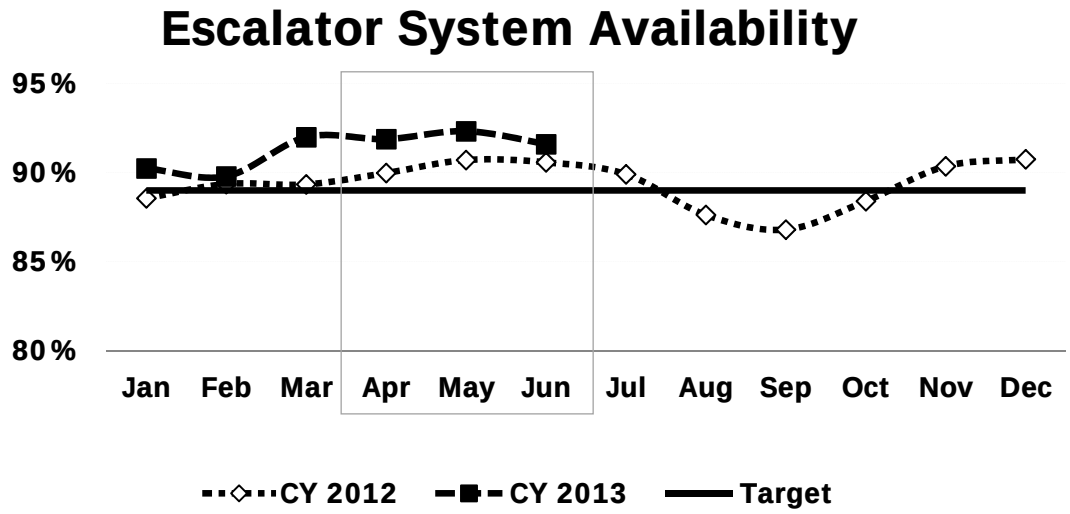
Conclusion: Rail fleet reliability continues to outperform target measures. In comparison to a year ago, a dramatically higher plateau of reliability has been reached, and maintained.

KPI:	Escalator System Availability (Apr – Jun 2013)	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 Q2-2013 was well above last year, and was better than target for the eighth consecutive month.
- Preventive maintenance (PM) compliance was 97% in Q2-2013, well above previous years (90% in Q2-2012 and 40% in Q2-2011) thanks to the addition of 18 more mechanics (FY13 Budget Initiative).
- Scheduled repairs were less complex than years past, as better preventive maintenance enabled maintenance managers to schedule work to minimize customer inconvenience vs. respond to a major failure of multiple components (PM repair hours down 81%).
- Unscheduled maintenance continued to improve, as inspectors found fewer repairs, resulting in units out of service for less time than last year (Mean Time to Repair improved 19% from Q2-2012).
- Hours dedicated to replacement/modernization accounted for 38% of escalator out-of-service hours in Q2-2013 as replacement of three entrance escalators at the Pentagon station continued and modernization work was underway at 8 other stations.



Actions to Improve Performance

- Continue to improve outage response time and increase accountability by dividing service call technicians, major repair technicians and inspectors into four geographic regions (previously two) following successful changes that created four regions for escalator preventive maintenance teams.
- Continue escalator replacements at Pentagon station and modernizations at eight other stations.
- Increase emphasis on resolution of warranty-covered repairs to enhance reliability of replaced/modernized units.

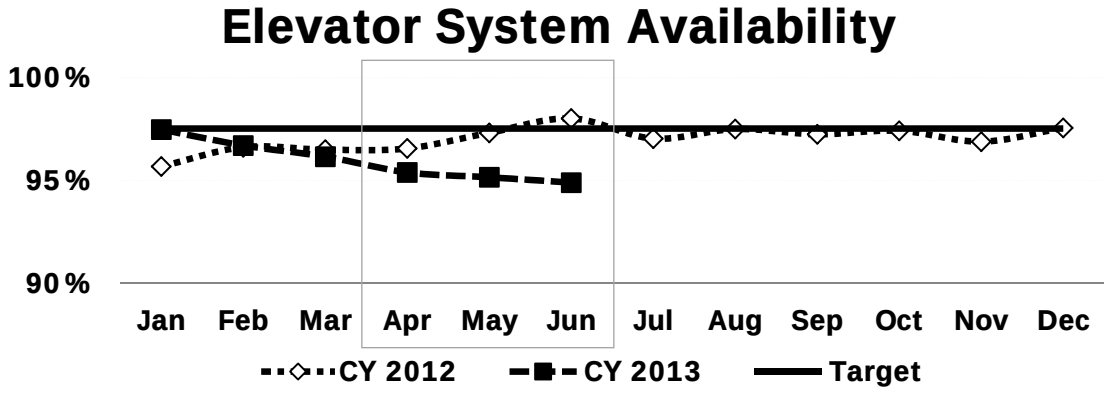
Conclusion: Escalator availability continued to be on or above target for the eighth consecutive month, due to improved preventive maintenance resulting from more mechanics (FY13 Budget Initiative), fewer and less complex repairs found by inspectors which returned units to service faster and continuation of replacement/modernizations of aging escalators.

KPI:	Elevator System Availability (Apr - Jun 2013)	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 Q2-2013 due to a significant, but planned rise in outages for scheduled modernizations. The impact of this necessary work was greatly offset by a notable decline in unscheduled repairs (20% fewer unscheduled out-of-service hours compared to Q2-2012).
- Modernizations accounted for almost three-quarters of elevator out-of-service hours in Q2-2013, with 10 elevators out of service for modernization on average (compared to 4 in Q2/2012). In Q2-2013, modernization work was completed on three elevators at L'Enfant Plaza and two elevators at Van Ness, work began on two elevators at Stadium Armory and work continued on two elevators each at Farragut North and Gallery Pl-Chinatown.
- Elevator preventive maintenance in Q2 was strong for the 2nd year in a row (96% in Q2-2013 and 95% in Q2-2012) and well above Q2-2011 (47%) due to the addition of new maintenance technicians (FY13 Budget Initiative), the establishment of three shifts dedicated solely to elevator maintenance, and staff alignment into geographic regions.
- Better preventive maintenance drove down unscheduled repairs as technicians proactively identified problems before units went out of service unexpectedly. In Q2/2013, elevators experienced fewer unscheduled outages (down 5% from Q2-2012) and when outages occurred, the units required less complex repairs (Mean Time to Repair improved 17%).



Actions to Improve Performance

- To improve long-term reliability, begin elevator modernizations at McPherson Square (1) and Crystal City (1) and continue modernizations at Gallery Pl-Chinatown (2), Farragut North (2) and Stadium Armory (2).
- Shift inspection of Metro's longest and most complex elevators (e.g., Van Ness, Dupont Circle) to hours when stations are closed to customers, allowing for more extensive inspections and minimizing rider inconvenience.
- Reduce unscheduled outages for elevator flooring repairs by conducting a condition assessment of all elevator floors, prioritizing units most in need of repair, and working cooperatively with Plant Maintenance to schedule repairs on those units during station shutdowns.

Conclusion: Metro more than doubled the number of elevator modernizations in Q2-2013 in order to improve long-term reliability, but this necessary work drove availability below target. To offset this decline, dedicated teams of new maintenance technicians (FY13 Budget Initiative) continued to emphasize preventive maintenance to reduce unscheduled outages.

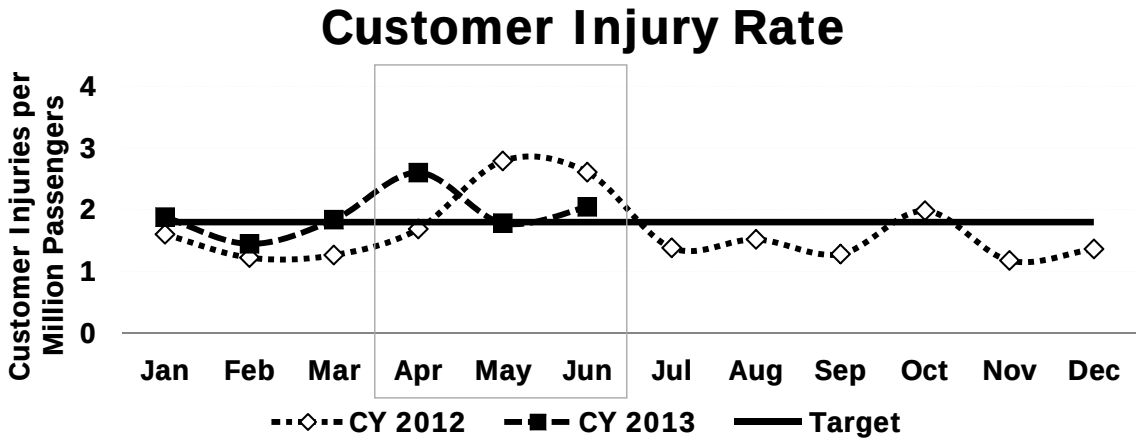
KPI: Customer Injury Rate (Apr - Jun 2013) Per Million Passengers

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 improved by 9% or 20 fewer customer injuries this quarter compared to Q2-2012. The improvement came about primarily as a result of fewer bus and escalator injuries in May and June. However, year-to-date, 2013 customer injury rate of 1.95 was worse than 2012 results (1.88) and worse than CY2013 target of 1.8 injuries per million passenger trips.
- Metro advertised a number of impactful messages announcing and/or illustrating safety themes to prevent customer injuries that are typically caused by: customers running to catch the train, falling up/down escalators, distracted walking, using strollers/wheel chairs on escalators, and not bracing for bus acceleration and stopping.
- The bus customer injury rate declined by 17% or 18 customer injuries. There was one less bus collision and fewer customers injured per collision. The majority of this quarter's bus collisions were categorized as non-preventable (e.g. a bus being hit from the rear). Most non-collision related injuries occurred while customers boarded/exited the bus or after a hard braking incident.
- The rail transit facility injury rate declined by 4% as there were fewer escalator and rail customer injuries this quarter compared to Q2-2012 (5 and 2 respectively), indicating fewer slips/trips/falls.
- Although the overall customer injury rate declined, there were five more MetroAccess customer injuries compared to Q2-2012 as a result of an increase in collision and non-collision related incidents (e.g. customers were injured walking to the vehicle while being assisted).



Actions to Improve Performance

- Bus operators will receive formal training and informal coaching focusing on defensive driving techniques to assist in avoiding non-preventable collisions like being hit from the rear. Bus Services will also augment required remedial training on bus simulators and on the road training for all bus operators who have had more than one incident.
- Informal bus operator coaching will occur after randomly observing real time safety hazards. This allows the coach to use real observations as a learning opportunity for the bus operator.
- Replace high-floor buses with low-floor buses, allowing customers to board at the same level as the curb.
- Continue to perform a number of safety blitz campaigns where safety officers will randomly monitor and coach the driving behavior of bus operators.
- Continue to utilize impactful safety messages announcing and/or illustrating safety themes to prevent customer injuries.

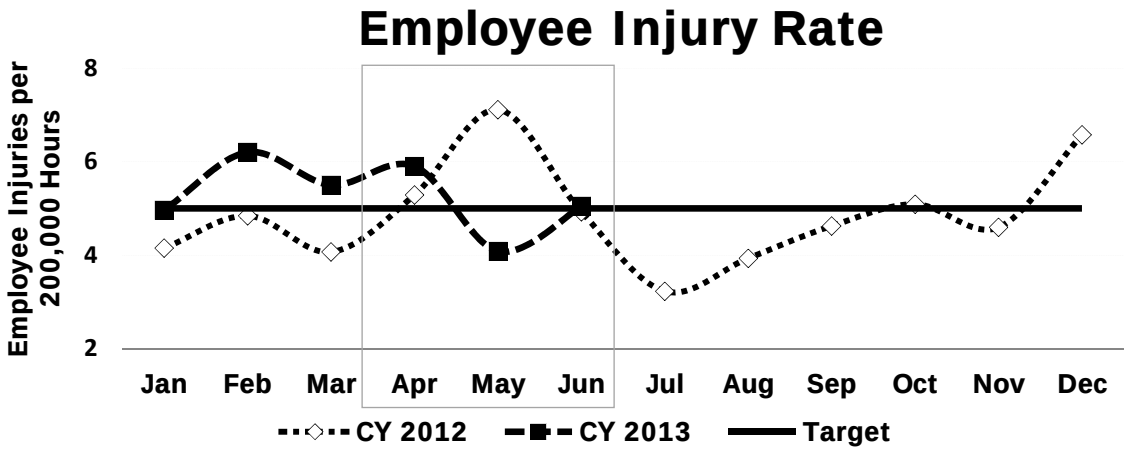
Conclusion: The customer injury rate improved by 9% this quarter compared to Q2-2012 primarily as a result of fewer bus and escalator injuries in May and June. However, year-to-date, 2013 customer injury rate of 1.95 was worse than 2012 results (1.88) and worse than CY2013 target of 1.8 injuries per million passenger trips.

KPI: **Employee Injury Rate (Apr - Jun 2013)** **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 improved by 14% in Q2-2013 compared to Q2-2012 due to May's record low injury rate of 4.1. However, year-to-date, 2013 employee injury rate of 5.3 was worse than 2012 results (5.1) and worse than CY2013 target of 5.0 injuries per 200,000 work hours.
- Bus Operators continue to represent the largest group of employee injuries, followed by Rail Transportation, and Elevator/Escalator employees year-to-date. The leading cause of injuries continued to be related to collisions, slips/trips/falls, and being struck by/against an object.
- Non collision-related injuries were caused by a variety of incidents while employees performed duties such as: climbing on to a train, knee injuries while driving a bus, multiple hand rotations while using tools, etc.
- Part of this quarter's improvement can be linked to Metro's continuing efforts to promote and foster a safety culture, such as clearly painting yellow safety lines to identify a rail car's dynamic envelope (the clearance required for a train and its car body overhang) while inside the maintenance shop to avoid struck-by injuries.
- Metro initiated improving incident investigations by increasing efforts to understand and mitigate the root cause of employee injuries.
- Employee wellness initiatives percolated throughout the organization such as encouraging employees to check health levels like blood pressure, cholesterol, and body mass index (BMI).



Actions to Improve Performance

- Continue to emphasize the importance of using TapRoot training tools during the investigation of incidents. TapRoot is a systematic process, software, and training used to identify the root cause of everyday incidents and accidents, such as: human errors, quality issues, maintenance problems, environmental releases, and productivity issues.
- Distribute fatigue-fighting tips such as getting good sleep, physical activity/lifestyle, and dietary information to promote overall wellness.
- Continue to collect field data on certain safety-critical employees who are volunteering to participate in a sleep study. The data will be used to promote fatigue and awareness education, refine work hour policies, and customize fatigue risk mitigations.
- Continue to develop and provide safety training like the new four-hour defensive driving training class, body mechanics, and confined space classes.
- Use experienced part time bus operator retirees to coach bus operators on behaviors that avoid customer and employee injuries.

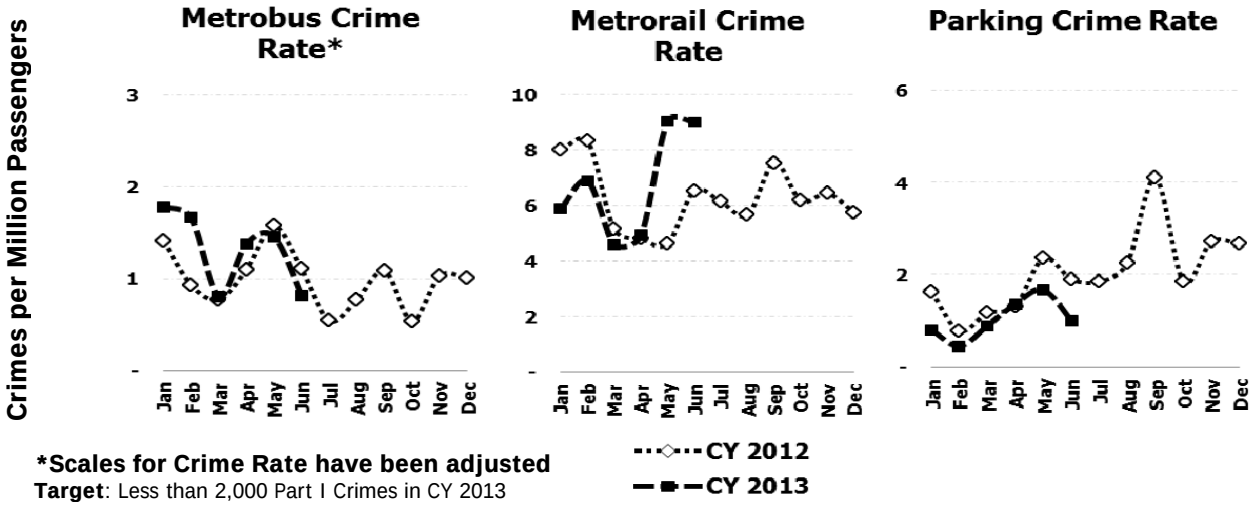
Conclusion: The employee injury rate improved in Q2-2013 compared to Q2-2012 due to May's record low injury rate of 4.1. However, year-to-date, 2013 employee injury rate was worse than target at 5.26 and worse than 2012 results.

KPI:	Crime Rate (Apr - Jun 2013) 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?

- The number of serious crimes across the Metro system in Q2-2013 was up 21% compared to Q2-2012 due to an uptick in crime on the rail system in May and June. However, comparing Jan-June 2013 vs. 2012, only 7 additional crimes have occurred on the Metro system (1% increase).
- The increase in crime that occurred in Q2-2013 was mainly driven by thefts of electronic devices and bicycles on the rail system in May and June. In response, MTPD shifted officers to platforms and trains in affected stations and decreased officer patrol areas to quicken response times. In addition, MTPD launched a bicycle registration system to address recovery and offender prosecution, and held multiple U-Lock giveaways to encourage patrons to replace less secure locks and to use locks more effectively.
- Parking Crimes continued to trend below 2013 decreasing more than 27% between Q2-2013 and Q2-2012, due to in-person customer education and deterrence efforts such as uniformed patrols.
- Bus crime has maintained its low rate for Q2-2013 (less than 2 crimes per million passengers), as MTPD continued to actively address quality of life crimes and nuisance behaviors on buses and at bus stops, before they escalated to more serious offenses.



***Scales for Crime Rate have been adjusted**
Target: Less than 2,000 Part I Crimes in CY 2013

Actions to Improve Performance

- MTPD has increased its focus on snatches and thefts on the rail system, specifically as it relates to organized theft rings in the core. Officers are being provided with increased intelligence resources, including 'Be-on-the-lookout' or BOLO lists for key suspects; this effort has already produced several arrests.
- MTPD will continue its Bicycle Registration System effort in combination with media outreach, customer education, and a U-Lock giveaway program. These campaigns, coupled with increased high-visibility deterrence patrols, are intended to positively affect the number of bicycle thefts throughout the system.
- To remove the financial incentives that underpin thefts of electronic devices, MTPD, as well as other law enforcement organizations, are continuing their efforts to persuade the cellular providers to allow for the complete 'bricking' of stolen devices, which would render them fully inoperable.
- The MTPD Metrobus Enforcement Division will continue to enforce quality of life crimes on buses and around bus stops with increased attention on fare evasion. It is anticipated that special attention of fare evasion enforcement may help to reduce assaults on bus operators arising from attempted or actual fare evasions by passengers.

Conclusion: Transit system crime in Q2-2013 rose 21% from last year as snatches of electronic devices and bicycle thefts increased notably in May and June. However, year-to-date, only 7 additional crimes occurred across the Metro system (1% increase) due to continuing trend of low parking lot and bus crime.

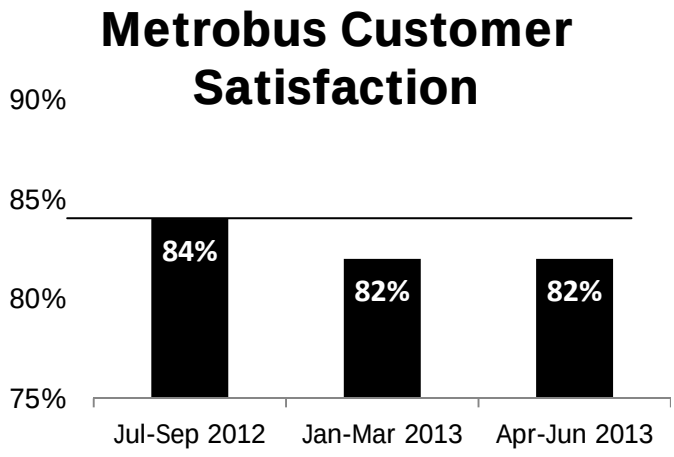
KPI: **Customer Satisfaction (Apr - Jun 2013)**

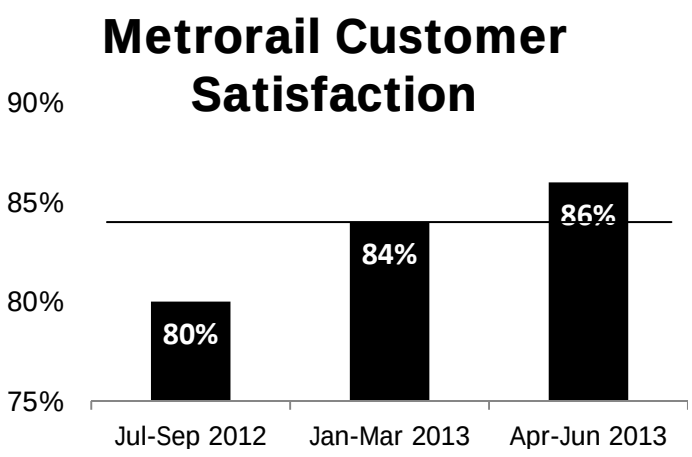
Goal: Meet or exceed customer expectations by consistently delivering quality service

Reason to Track: Surveying customers about the quality of Metro's service delivery provides a mechanism to continually identify those areas of the operation where actions to improve the service can maximize rider satisfaction. The higher the Customer Satisfaction score, the better.

Why Did Performance Change?

- Metro launched "Voice of the Customer," a new phone survey to implement a consistent feedback mechanism for riders. Metro created a baseline for this new measure with quarterly surveys of approximately 400 bus and 400 rail customers who have ridden Metro in the past 30 days.
- Customer satisfaction with Metrorail service has steadily increased over the course of the year and is now significantly higher than 2012 as door malfunctions were resolved and weekday on-time performance remained high. Improved rail satisfaction was also driven by quarter-to-quarter cleanliness improvements such as railcar floors (from 57% to 71% noting no issues) and platforms (from 50% to 72% noting no issues). Station manager interaction, received higher ratings (from 74% to 88% met or exceeded customer expectations) after staff received updated customer service training.
- Higher Metrorail customer satisfaction survey response coincided with a 33% decline in rail complaints and a 3% increase in commendations (comparing Jan-June 2012 vs. Jan-June 2013).
- After an initial decline, Metrobus customer satisfaction remained steady over the course of the year as on-time performance improved by 2% and bus fleet reliability improved by 15%.
- The skills conveyed through the C.A.R.E. training (Customers Are the Reason we Exist) resulted in a slight increase in bus drivers who greeted or acknowledged riders when boarding and the percentage of drivers meeting or exceeding expectations increased from 77% to 93%.
- Metro's new "Voice of the Customer" survey results were corroborated by a recent poll by the Washington Post that found of the public who use Metrorail, 83% rated Metro "excellent" or "good."





Actions to Improve Performance

- Results from customer satisfaction surveys show that station security is a significant determinant of satisfaction. MTPD will continue a high visibility of police presence within the public areas of rail stations, particularly where people congregate.
- Continue to emphasize the importance of bus operators greeting and acknowledging customers when they board the vehicle in the C.A.R.E. program (close to two thirds of operators trained). Begin recognition program (patches, labels, pins) for operators who exhibit exemplary customer service.
- Create a comprehensive, agency wide program focused on elevating customer care.

Conclusion: Metro's new "Voice of the Customer" survey provided new insights into customer satisfaction, highlighting the importance of reliability, cleanliness and staff interaction on Metrorail and Metrobus.

Board Standards and Guidelines

Resolution 2012-29: Rail Service Standards
Resolution 2013-20: Rail Service Standards

Board Standard: Metrorail Service (Resolutions 2012-29 and 2013-20)

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: April – June 2013

Results:

- Metro opened two hours early for customers traveling to the Cherry Blossom 10-Miler (April 7) and the Nike Women Half Marathon (April 28).
- Metro provided an additional hour of service on May 13 from Gallery Place and Metro Center stations following a Washington Capitals playoff game.

Board Standards: Headway – Scheduled time interval between trains during normal weekday service.

Target: During rush - 3 min on core interlined segments, 12 min at Arlington Cemetery and 6 min on all other segments; during weekday mid-day - up to 6 min on core interlined segments and 12 min on all other segments; and during weekday evenings - up to 15 min on core interlined segments and up to 20 min on all other segments.

Time Period Tracked: April – June 2013

Results:

- Weekday evening headways were changed to accommodate system rebuilding on 65 days during Q2.
- Rush and non-rush headways were changed on 5/27 (Memorial Day, trains operated on a Sunday schedule).

For detail on Metro's adherence to scheduled headways, see Rail On-Time Performance on page 9.

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

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

Time Period Tracked: March – May 2013

Rush Results:

		AM Rush			PM Rush		
Line	Maximum Load Stations	Mar	Apr	May	Mar	Apr	May
Red	AM Gallery Place/PM Metro Center	75	81	79	73	74	74
	AM Dupont Circle/PM Farragut North	95	98	81	95	98	73
Blue	AM Rosslyn/PM Foggy Bottom-GWU	72	83	73	88	95	84
	AM L'Enfant Plaza/PM Smithsonian	63	67	52	56	60	71
Orange	AM Court House/PM Foggy Bottom-GWU	98	96	86	80	80	79
	AM L'Enfant Plaza/PM Smithsonian	66	66	73	54	54	60
Yellow	AM Pentagon/PM L'Enfant Plaza	74	83	71	73	83	88
Green	AM Waterfront/PM L'Enfant Plaza	69	72	91	85	76	71
	AM Mt. Vernon Sq./PM Mt. Vernon Sq.	69	72	78	64	68	61

Non Rush Results: Data not available, staff to present funding request necessary to track non-rush PPC as part of FY15 Budget process.

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 scheduled weekday headways.
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 rush hour at maximum load stations.
Calculation: Total passengers observed on-board trains passing through a station during a rush hour divided by actual number of cars passing through the same station during the rush 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.
Calculation: Number of injuries / (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.*

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).

Customer Satisfaction – Customer satisfaction is defined as the percent of survey respondents who rated their last trip on Metrobus or Metrorail as "very satisfactory" or "satisfactory." The survey is conducted via phone with approximately 400 bus and 400 rail customers who have ridden metro in the past 30 days. Results are summarized by quarter (e.g., January – March).
Calculation: Number of survey respondents with high satisfaction / total number of survey respondents.

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2nd Qtr
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%	75.6%
CY 2013	78.8%	79.4%	78.4%	76.5%	75.6%	75.5%							75.9%

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	2nd Qtr
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	7,634
CY 2013	9,008	9,783	8,883	7,918	9,060	6,917							7,893

* Bus Fleet Reliability target revised effective January 2013

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

Type (~ % of Fleet)	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	12-Month MDBF
CNG (30%)	7,788	8,402	8,147	8,426	7,081	8,570	8,625	10,614	7,324	6,350	8,030	6,701	7,865
Hybrid (27%)	9,293	10,890	8,691	9,369	10,593	10,463	11,611	11,806	12,593	10,418	11,323	8,067	10,277
Clean Diesel (8%)	5,728	7,162	4,543	6,741	5,929	7,506	8,382	10,223	6,830	8,812	9,499	8,369	7,059
All Other (35%)	4,080	5,468	4,950	4,437	5,311	5,894	5,735	5,531	6,347	5,417	5,809	4,031	5,154

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2nd Qtr
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%	90.5%
CY 2013	92.3%	92.2%	92.1%	92.4%	91.9%	91.5%							91.9%

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

Rail On-Time Performance by Line

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	12-Month OTP
Red Line	90.1%	91.4%	90.0%	90.0%	90.7%	91.8%	91.7%	92.3%	91.4%	92.9%	90.5%	90.0%	91.1%
Blue Line	90.3%	91.0%	91.0%	91.2%	90.7%	91.3%	91.0%	90.4%	90.3%	90.5%	91.4%	90.4%	90.8%
Orange Line	92.3%	93.1%	92.9%	93.2%	92.8%	93.6%	93.0%	92.5%	93.0%	93.0%	93.3%	92.7%	92.9%
Green Line	93.1%	93.8%	93.4%	93.4%	93.3%	93.3%	94.5%	93.9%	94.4%	93.5%	93.5%	93.6%	93.6%
Yellow Line	91.7%	92.3%	92.5%	92.2%	92.0%	91.8%	92.7%	92.5%	92.0%	92.3%	92.6%	92.4%	92.3%
Average (All Lines)	91.2%	92.1%	91.5%	91.7%	91.7%	92.3%	92.3%	92.2%	92.1%	92.4%	91.9%	91.5%	91.9%

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	2nd Qtr
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	38,604
CY 2013	67,500	71,323	71,225	64,890	62,418	61,745							63,069

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	12-Month MDBD
1000 series railcars	32,553	44,896	39,974	49,186	41,311	73,975	54,957	62,059	86,988	61,274	47,303	62,981	51,261
2000/3000 series railcars	39,288	66,778	72,089	148,891	133,412	75,771	81,562	103,832	87,537	97,509	107,133	67,271	80,777
4000 series railcars	20,298	25,057	17,755	24,953	39,546	32,471	34,736	30,497	29,932	43,317	31,220	25,575	28,260
5000 series railcars	32,177	50,368	64,295	68,174	45,620	53,550	81,165	55,815	56,372	46,025	44,579	57,447	52,087
6000 series railcars	64,260	58,564	79,559	131,709	138,821	113,243	91,361	137,175	105,226	65,697	99,006	128,325	91,679
Fleet average	36,551	50,842	51,013	72,943	67,555	66,942	67,500	71,323	71,225	64,890	62,418	61,745	59,989

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2nd Qtr
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%	92.7%
CY 2013	93.3%	92.3%	92.6%	91.6%	91.9%	89.9%							91.2%

KPI: Escalator System Availability -- Target = 89%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2nd Qtr
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%	90.4%
CY 2013	90.2%	89.8%	92.0%	91.9%	92.3%	91.6%							91.9%

KPI: Elevator System Availability -- Target = 97.5%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2nd Qtr
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%	97.3%
CY 2013	97.5%	96.7%	96.1%	95.4%	95.1%	94.9%							95.1%

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	2nd Qtr
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	2.37
CY 2013	1.88	1.45	1.84	2.60	1.78	2.05							2.15

*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	2nd Qtr
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	3.84
CY 2013	1.40	2.03	2.30	4.48	2.06	3.04							3.18

*Includes Shuttle Bus Trips

Rail Customer Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2nd Qtr
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	0.10
CY 2013	0.12	0.06	0.06	0.05	0.16	0.00							0.07

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2nd Qtr
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	1.32
CY 2013	2.02	0.83	1.40	1.32	1.24	1.23							1.26

*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	2nd Qtr
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	11.35
CY 2013	5.95	18.40	11.67	16.55	21.81	23.63							20.60

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	2nd Qtr
CY 2012	4.15	4.84	4.07	5.29	7.11	4.93	3.23	3.93	4.62	5.09	4.59	6.57	5.79
CY 2013	4.96	6.20	5.50	5.90	4.08	5.05							5.00

* 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	2nd Qtr
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	1.26
CY 2013 Metrobus	1.78	1.66	0.81	1.38	1.46	0.82							0.67
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	5.32
CY 2013 Metrorail	5.89	6.88	4.59	4.92	9.03	8.97							7.57
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	1.86
CY 2013 Parking	0.81	0.45	0.89	1.37	1.68	1.00							1.35

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 Jun
Robbery	52	46	23	24	32	30							207
Larceny (Snatch/Pickpocket)	56	47	41	54	85	59							342
Larceny (Other)	27	31	40	56	93	92							339
Motor Vehicle Theft	1	3	1	4	7	6							22
Attempted Motor Vehicle Theft	1	0	3	4	4	1							13
Aggravated Assault	11	9	7	4	9	8							48
Rape	0	0	0	0	0	0							-
Burglary	0	0	0	0	0	0							-
Homicide	0	0	0	0	0	0							-
Arson	0	2	0	0	0	0							2
Total	**148**	**138**	**115**	**146**	**230**	**196**	**-**	**-**	**-**	**-**	**-**	**-**	**973**

*Five homicides occurred in 2012 in the transit system. Per DC law, these crimes are reported to the FBI by the DC Police Department, and 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	2nd Qtr
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	11.1
CY 2013	12.7	12.9	11.1	12.9	12.9	12.5							12.8

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	2nd Qtr
CY 2012	123	131	132	120	123	143	137	135	142	140	125	125	129
CY 2013	125	124	116	124	129	132							128

KPI: Customer Satisfaction -- Target = > 84%

	Bus	DC	MD	VA	Rail	DC	MD	VA
Jul-Sep 2012	84%	80%	86%	94%	80%	83%	76%	79%
Jan-Mar 2013	82%	79%	84%	90%	84%	87%	85%	82%
Apr-Jun 2013	82%				86%			

Metrobus Ridership (millions of unlinked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2nd Qtr
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	33.6
CY 2013	10.7	10.2	11.1	11.6	11.7	11.2							34.9

Metrorail Ridership (millions of linked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2nd Qtr
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	57.5
CY 2013	17.3	15.7	17.9	19.7	18.5	17.9							56.2

MetroAccess Ridership (100,000s of completed trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2nd Qtr
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	5.29
CY 2013	1.68	1.63	1.71	1.81	1.83	1.69							5.34

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

Board Standard: Passengers-per-car

		AM Rush						
Line	**Maximum Load Stations**	**Nov-12**	**Dec-12**	**Jan-13**	**Feb-13**	**Mar-13**	**Apr-13**	**May-13**
Red	Gallery Place	62	82	83	87	75	81	79
	Dupont Circle	81	76	69	88	95	98	81
Blue	Rosslyn	79	78	70	73	72	83	73
	L'Enfant Plaza	63	58	65	67	63	67	52
Orange	Court House	92	87	110	87	98	96	86
	L'Enfant Plaza	67	66	69	72	66	66	73
Yellow	Pentagon	78	71	73	73	74	83	71
Green	Waterfront	76	73	66	70	69	72	91
	Mt. Vernon Sq.	65	79	68	71	69	72	78

		PM Rush						
Line	**Maximum Load Stations**	**Nov-12**	**Dec-12**	**Jan-13**	**Feb-13**	**Mar-13**	**Apr-13**	**May-13**
Red	Metro Center	134	73	76	94	73	74	74
	Farragut North	116	73	64	86	95	98	73
Blue	Foggy Bottom-GWU	76	86	88	93	88	95	84
	Smithsonian	61	59	58	60	56	60	71
Orange	Foggy Bottom-GWU	81	79	79	83	80	80	79
	Smithsonian	60	59	56	59	54	54	60
Yellow	L'Enfant Plaza	72	68	72	74	73	83	88
Green	L'Enfant Plaza	70	66	63	88	85	76	71
	Mt. Vernon Sq.	73	64	64	68	64	68	61

Metro Service Area

Size	1,500 sq. miles
Population	5 million

Ridership

Mode	FY 2012	Average Weekday
Bus	132 million	448,146 (June 2013)
Rail	218 million	758,489 (June 2013)
MetroAccess	2.1 million	7,173 (June 2013)
Total	353 million	

Fiscal Year 2013 Budget

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

Metrobus General Information

Size	11,279 bus stops and 2,392 shelters
Routes*	318 Routes on 175 Lines
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*	1,507
Buses in Peak Service	1,284
Bus Fleet by Type*	Compressed Natural Gas (460), Electric Hybrid (671), Clean Diesel (144) and All Other (232)
Average Fleet Age*	6.7 years
Bus Garages	10 – 4 in DC, 3 in MD and 3 in VA

**As of April 4, 2013.*

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 2014 Operating Budget	$114 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**	1.5 years
Paratransit Garages	6 (1 in DC, 3 in MD and 2 in VA)
Service Delivery Providers	Diamond Transportation, First Transit, and Veolia Transportation
Quality Assurance Provider	Medical Transportation Management
Operations Control Center Provider	MV Transportation

***As of June 2013.*