

KPI: Customer Injury Rate Per Million Passengers (December - February)

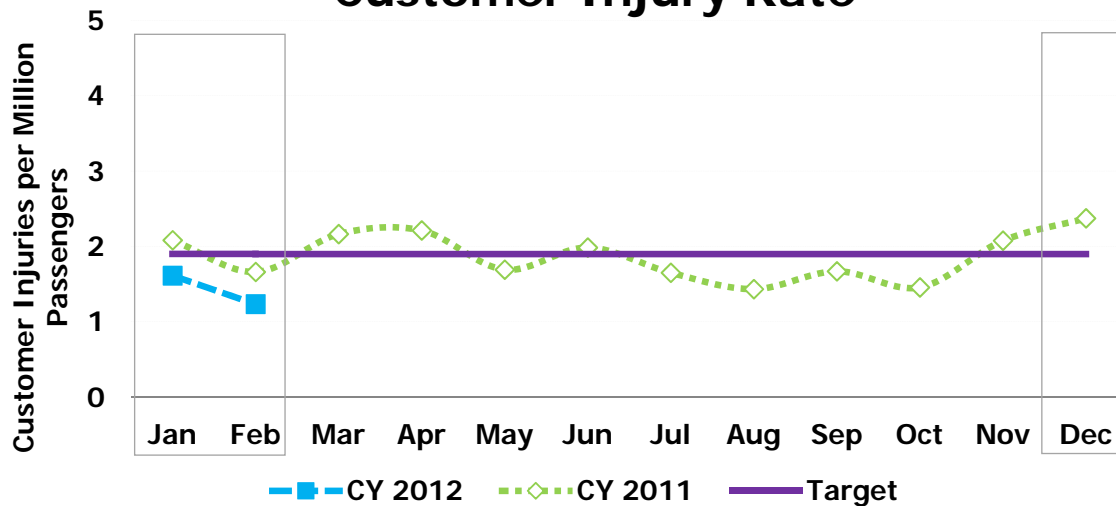
Objective 1.1 Improve Customer and Employee Safety and Security

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 continues to be better than target and performance for Q1/2012 improved slightly (1%) compared to Q1/2011. The improvement was driven by the reduction of MetroAccess and rail/parking facility customer injuries. Rail/parking facility customer injuries are generally related to slips and falls; MetroAccess customer injuries are generally collision and/or slip and fall related.
- A number of initiatives such as the rail station audits (where Safety Officers look for potential safety hazards) and the Safety Communication Campaign (reminding customers to remain alert) have helped to reduce customer injuries.
- This winter was the fourth warmest on record, according to NOAA. Winter hazards such as snow and ice generally cause customers to slip/fall. These typical winter hazards did not occur this year, which may account for the improvement in this injury rate.
- Although the overall customer injury rate improved, the bus customer injury rate increased by slightly less than 1 more injury per million passengers compared to Q1/2011. These injuries were driven by an increase in preventable collisions.

Customer Injury Rate



Actions to Improve Performance

- Metro Safety Officers will continue to conduct bus confidential ride along audits in response to various customer complaints. Safety Officers will report safety concerns and follow-up to ensure that the concerns have been addressed.
- Continue to broadcast safety messages on the public address system to increase customer awareness and avoid injuries. For example, WMATA initiated a safety communication campaign that will focus on risky customer behavior and inform customers on how to avoid routine injuries.
- Continue to trim back trees near bus stops that block customer visibility and continue to work with jurisdictions to repair various street storm grates (some street storm grates have caused unexpected jolts on board buses) to help prevent customer injuries.

Conclusion: The customer injury rate for Q1/2012 improved slightly by 1% when compared to the performance of Q1/2011. The improvement was driven by the decline in rail/parking facilities slip and fall injuries.