Vital Signs Report

A Scorecard of Metro's

Key Performance Indicators (KPI)

2012: A Year in Review

Office of Performance

Chief Performance Officer

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Introduction to this report

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

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

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

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

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Strategic Framework Overview

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

5 Goals

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

12 Objectives

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

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

KPI:	Bus On-Time Performance (CY-2012)	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?

- Bus on-time performance has continued to improve for two consecutive years rising 3% since 2010. Compared to 2011, bus on-time performance improved over 1% in 2012 as a result of buses arriving late less frequently. Buses arrived late less frequently compared to 2011 by 7%.
- Initiatives implemented to improve bus on-time performance included:
  - o Adjustment of bus schedules to reflect current traffic conditions and allocation of buses from underutilized routes to provide additional and more frequent service during peak periods in high ridership areas;
  - o Constant evaluation of routes to determine where and when the eyes on the streets, the Service Operation Managers (SOMs), should be assigned. Placement of SOMs on poor performing routes proved to be very effective in CY2011, consequently additional Service Operation Managers were assigned to the street;
  - o Improved coordination across layers of the bus organization. For example, bus schedulers implemented bus operator recommended changes and the On Time Performance Center role was expanded beyond express service monitoring to provide assistance on troubled routes. As a result, Service Operation Managers had better access to real time performance information through a direct partnership with the OTP center.
- Metro tracked the on-time performance of ~ 80 bus service changes that were implemented in two phases (June and September) and for those service changes, OTP improved quite noticeably. For example, October's performance for the 90 and 92 (U Street–Garfield Line) route change to align with the new 11th Street bridge improved OTP by over 21%; the Q's (Viers Mill Road Line) running time and schedule changes improved OTP by 4%, and the 4's (Pershing Drive –Arlington Blvd.) running time and schedule changes improved OTP by over 13%.

Bus On-Time Performance
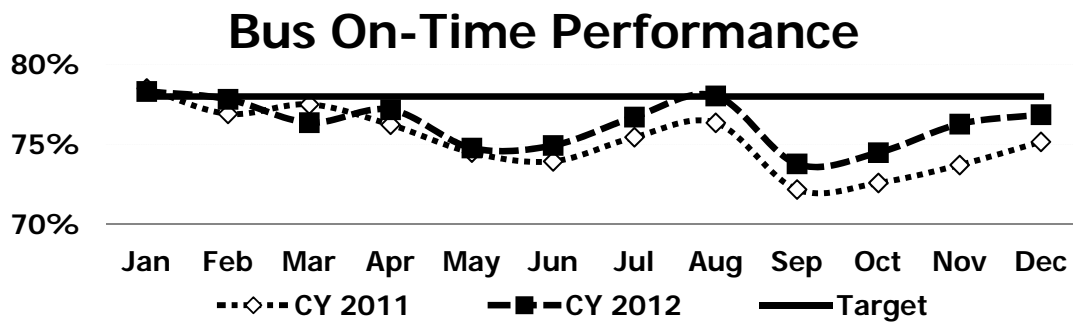
Actions to Improve Performance

- Over 150,000 customers should expect to benefit from more Metrobus service changes as Metro continues to advance Better Bus initiatives – this will be the largest investment in bus service in five years. The changes will include more MetroExtra limited-stop routes and schedule improvements to 11 existing priority corridor routes.
- Not only will poor performing routes continue to be monitored, but all routes will be evaluated for schedule optimization intended to improve OTP.
- Metro will continue the proven tool of utilizing real time monitoring with the presence of Service Operation Managers on the streets.

Conclusion: Bus on-time performance has continued to improve for two consecutive years rising 3% since 2010.

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?
- Overall bus fleet reliability improved by 9% compared to CY2011 and exceeded the target.
- Metro placed 147 new buses into service this year, retiring 147 older, less reliable buses including 100 buses that routinely reduced fleet reliability as a result of overheating;
- Completed the removal of 100 deficient engines during the CNG buses mid-life overhaul (completion of the mid-life overhaul also contributed to improved performance);
- Relentless work with manufacturers to resolve issues that affected fleet reliability like electric component issues on some of the Hybrids that caused engine shut-offs (this initiative improved the performance of 351 buses) and implementation of the Thermo King air conditioning system campaign that improved HVAC system reliability.
- Constant review of preventive maintenance programs identified problem areas early and resolved impending issues before they were able to impede service.

Bus Fleet Reliability
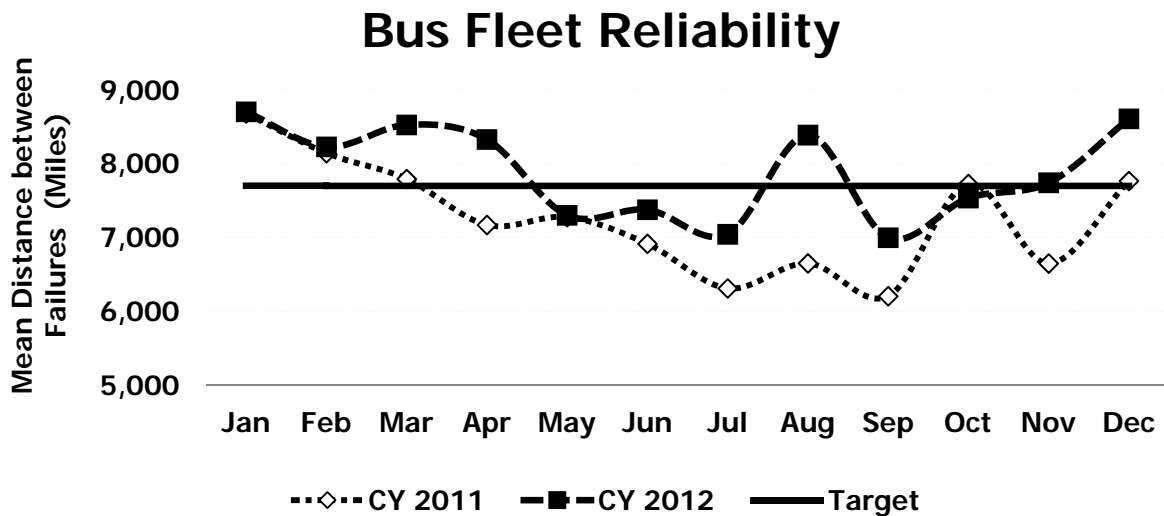
Actions to Improve Performance

- Continually review data to identify potential problem areas and evaluate new technology to ensure consistency.
- Place 142 Clean Diesel buses into the mid-life overhaul program. During the first 7 1/2 years of life a Metrobus will accumulate approximately 340,000 miles. To maintain the fleet in a good state of repair, Metro performs a comprehensive overhaul. The mid-life overhaul program rebuilds the bus engine, transmission and electronics, replaces chassis parts and seats, and repaints the body of the bus.
- Continue to monitor the delivery of new Hybrid buses scheduled to be placed into service this year. As the remainder of new buses arrive, the older less reliable buses will be removed from service.

Conclusion: Overall bus fleet reliability improved by 9% compared to CY2011 outperforming the CY target.

KPI: Rail On-Time Performance (CY-2012)   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?
- Weekday rail on-time performance has continued to improve for two consecutive years and was above target. Metro accomplished these results by balancing the need to improve OTP against the need to do track work, actively managing train spacing and improving railcar availability.
- In 2012, Metro adjusted the track work schedule to decrease the impact on weekday customers. For example, November 2011 OTP was dragged down to 89% as mid-day track work occurred on Blue, Yellow and Red Lines and on the Red Line in early evening. In November 2012, when track work occurred only in the evening, OTP improved to 92%.
- Metro improved the maintenance of even train spacing by holding and expressing trains as needed. In addition, the installation of clocks at the terminals enabled all levels of Rail Transportation (operators, supervisors and controllers) to work in synch, focusing on on-time departures. When delays occurred, headways (time between trains) were lengthened slightly to reduce large gaps between trains and minimize platform crowding.
- Better railcar availability and fewer door delays supported improved OTP. Car Maintenance increasingly met or exceeded the rush period weekday morning railcar requirement (car availability improved 3% from 2011). This supports OTP as railcars are available for on-time departure from the terminals.
- Metro successfully implemented Rush+ in June 2012 in preparation for Silver Line service.

Rail On-Time Performance
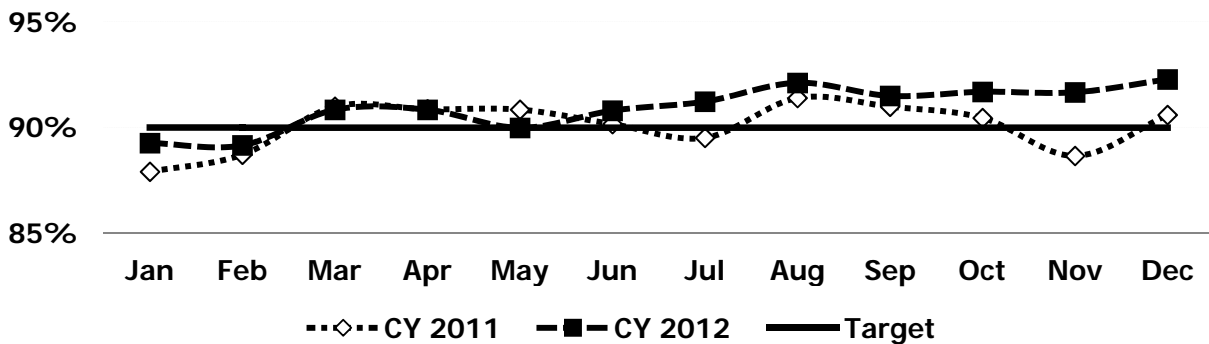
Actions to Improve Performance

- Begin Red Line track work earlier in the evening (8 p.m.) in order to accelerate improvements to Metro's rail system infrastructure. This may temporarily reduce OTP in the short term as headways are widened at the terminals around 7 p.m. to accommodate single tracking in the core that begins at 8 p.m.
- Begin broadcasting information about delays, alerts, advisories and elevator outages on new flatscreens located at station kiosks so customers can be better informed about system disruptions before entering the system.
- Rail Transportation working with Car Maintenance to ensure "gap" trains are located in strategic locations to improve train spacing following delays.

Conclusion: Metro balanced track work with OTP to minimize the impact to weekday customers. Improved railcar availability and active management of OTP in "track work free" periods resulted in better OTP in 2012.

KPI:	Rail Fleet Reliability (CY-2012) (Mean Distance Between Delays)	Objective 2.1 Improve Service Reliability

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

Why Did Performance Change?

- Railcar Mean Distance Between Delays (MDBD) was better than target throughout the 4th quarter of 2012, pulling the average MDBD for the year up by 13% when compared to 2011 while also operating 9% more miles. Minutes of delay during weekdays due to railcar problems declined 20% from 2011.
- The vast improvement was due to Railcar Maintenance getting to the root cause of door system failures, designing a repair and implementing the solution on all of the 2-3K and 6K railcars in August. As a direct result, reliability and availability increased throughout the remaining months of the year. Door system problems crept up slightly in December, but remained significantly better (70%) than the same month of 2011.
- Brake problems continued to be the second largest overall cause of railcar-related delays averaging 10% of total delays for 2012. Across the system, brake-related delays increased in December, finishing the year 3% higher than 2011 overall. However, the 1K railcars had a notable decline in brake related delays throughout the fall months compared to 2011 due in part to testing and replacement of Electronic Brake Control Units. Brake delays were most often the result of lost pressure in the brake lines, that caused the brakes to engage. Brakes are designed to "fail safe," meaning that when there is a failure the train automatically comes to a stop and stays stopped. This often requires a mechanic to come and safely move the train, resulting in longer delays (about 8 minutes on avg.) when they do occur.
- During autumn 2012, the implementation of speed restrictions at specific stations and a new rail cleaning program improved railcar reliability by reducing flats on wheels and damage to tracks caused by falling leaves at above ground locations.

Rail Fleet Reliability
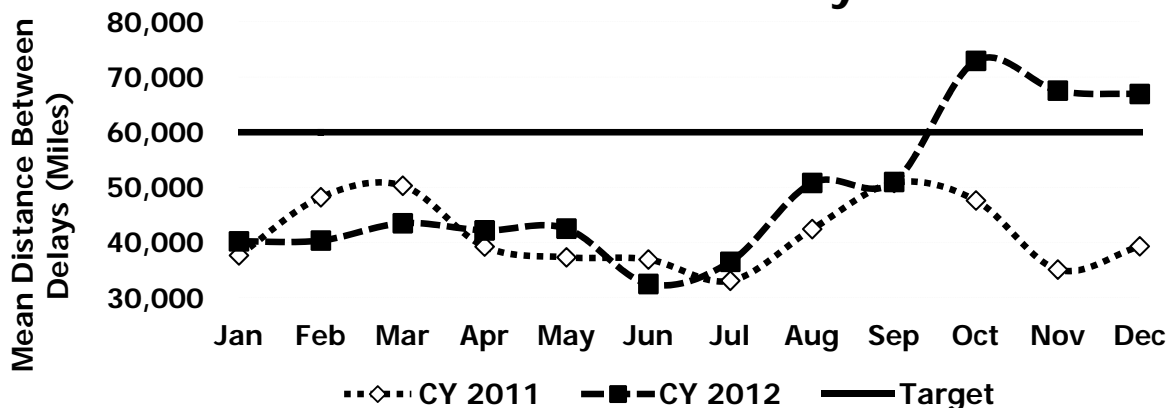
Actions to Improve Performance

- Continue to monitor door performance to ensure the designed repairs continue to solve door issues.
- Monitor performance of the 1K railcar brake systems to track the effectiveness of improved Electronic Brake Control Unit testing and replacement programs to improve and maintain reliability.
- Continue implementation of two maintenance campaigns to improve long term reliability: the Air Supply Unit (ASU) connector replacement and truck overhaul campaigns for the 5K railcars.
- Perform seasonal HVAC preparations leading into the warmer months. The previous 5K HVAC campaign had no clear impact on delays.

Conclusion: Getting to the root cause of the persistent train door problems has resulted in perhaps the single most dramatic improvement in Metrorail reliability all year. The direct benefit to the customers comes via significantly fewer offloads and delays. No other single action, or combination of actions this year has more clearly driven such a large improvement in performance.

KPI: MetroAccess On-Time Performance (CY-2012)   Objective 2.1 Improve Service Reliability

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

Why Did Performance Change?

- MetroAccess' on-time performance remained above the target of 92% for 11 of 12 months in 2012 compared to 7 of 12 months in 2011. Average on-time performance for 2012 of 92.5% was 0.5% higher compared to 2011.
- MetroAccess maintains on-time performance by actively managing dispatch operations in the control center while utilizing technology and field supervision to maintain timely performance of each vehicle throughout its revenue service.

MetroAccess On-Time Performance
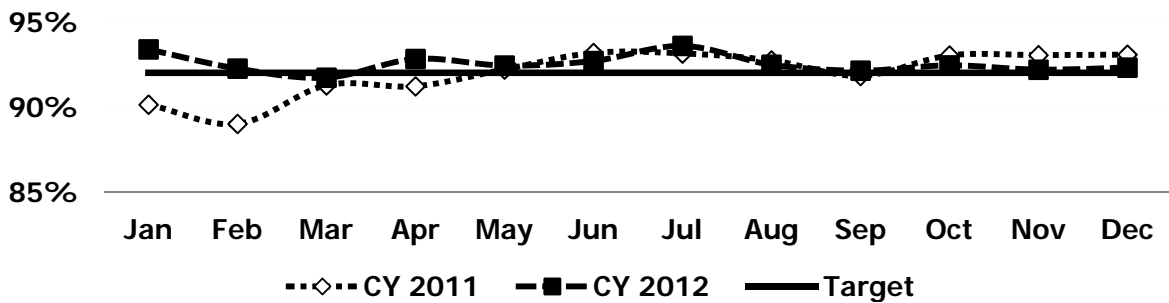
Actions to Improve Performance

- Continue to evaluate the schedule to achieve productivity targets, while also managing on-time performance.
- Continue to monitor performance and review actions to make sure that performance remains on target, and to address concerns quickly.

Conclusion: MetroAccess exceeded its on-time performance target for calendar year 2012.

KPI: Escalator System Availability (CY-2012)   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?

- Escalator availability improved 5% in 2012, demonstrating that better maintenance is paying off for Metro's customers. Superintendents actively managed escalator availability, closely monitored performance trends and focused resources on stations with the lowest availability.
- Metro hired 18 additional escalator/elevator mechanics in 2012 (FY13 Budget Initiative), contributing to significantly faster repair times (Mean Time to Repair improved 35%).
- For the first time in its history, Metro began replacing escalators with new, transit-grade units, including three each at Foggy Bottom (late 2011) and Dupont Circle in 2012. Comparing Foggy Bottom availability before and after installation, the new entrance escalators performed 27% better.
- Thirty-two escalators were rehabbed in 2012, taking units out of service at 12 stations to make necessary repairs. Replacing/modernizing escalators accounted for 30% of 2012 out-of-service hours.
- In 2012, Metro emphasized preventive maintenance (PM) to improve escalator health, proactively indentifying problems before units broke down (PM compliance improved 40%).

Escalator System Availability

Legend: ⋯◇⋯ CY 2011   ▪▪ CY 2012   ▬ Target
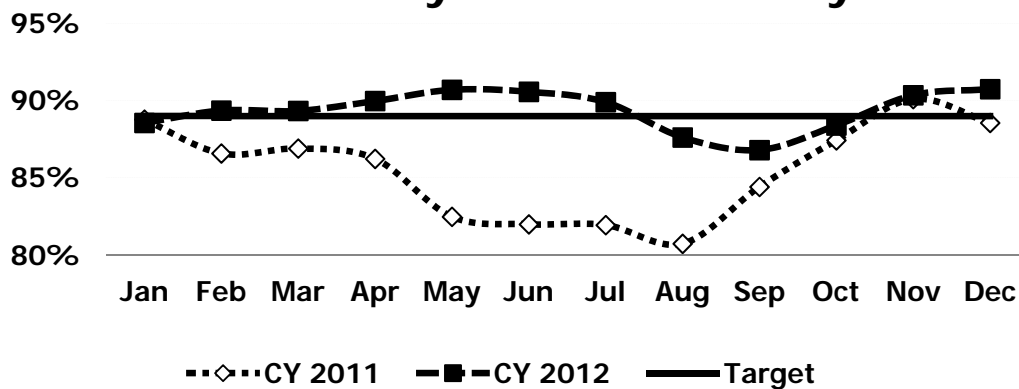
Actions to Improve Performance

- Building on successful realignment of maintenance staff into two geographic regions, assign teams to one of four quadrants. With responsibility for smaller geographic areas, Metro expects to improve response times when an escalator goes out of service unexpectedly and increase team accountability.
- Further reduce Mean Time to Repair by improving information sharing across three maintenance shifts so mechanics know what work is completed and what work remains.
- Begin replacement of three escalators at Pentagon Station and finalize contract to replace up to 128 additional escalators through 2020.
- Monitor performance of escalator units maintained by contractors on the Orange Line (Rosslyn-Vienna).

Conclusion: Better maintenance of Metro's escalators in 2012 resulted in a 5% increase in escalator availability, exceeding the target. Improved escalator reliability for customers included new units at Foggy Bottom and Dupont Circle.

KPI: Elevator System Availability (CY-2012)   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?

- Elevator availability improved .7 percentage points to 97%, which nearly met the target of 97.5%. The mix of maintenance work notably shifted away from unscheduled (out-of-service hours down 53%) and toward scheduled work (hours up 244%).
- Metro significantly reduced the time spent repairing unscheduled outages (Mean Time to Repair improved 45%) by more than doubling the number of elevator mechanics, creating three dedicated elevator shifts (up from 1 in 2011) staffed with mechanics focused solely on elevators.
- Establishment of dedicated elevator maintenance teams led to increased preventive maintenance (PM), as PM compliance improved 60% in 2012. Mechanics proactively identified problems before units went out of service, reducing the number of unscheduled elevator outages by 18%.
- Reductions in unscheduled maintenance enabled Metro to significantly increase scheduled modernizations (45% of out-of-service hours in 2012). Metro completed 8 elevator modernizations in 2012 at 5 stations to improve long-term reliability (none were completed in 2011).

Elevator System Availability
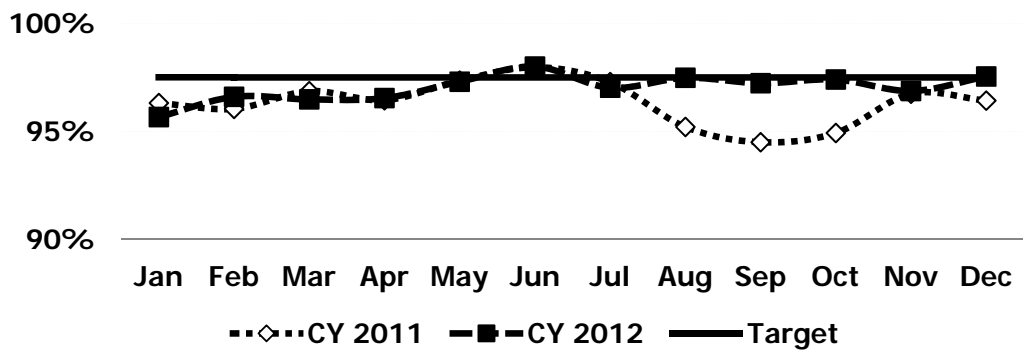
Actions to Improve Performance

- Continue elevator rehabilitation at Eastern Market and Gallery Place, complete work at Bethesda and begin work on the Van Ness elevator.
- Further reduce Mean Time to Repair by improving information sharing across three maintenance shifts so mechanics know what work is completed and what work remains.
- Broadcast elevator outages on new flatscreens at station kiosks so that customers can be better informed before entering the system.
- Monitor performance of elevator units maintained by contractors on the Orange Line (Rosslyn-Vienna).

Conclusion: Elevator availability improved as the number of, and the time to fix, unscheduled outages declined due to the addition of dedicated elevator mechanics (FY13 Budget Initiative) and improved preventive maintenance.

KPI:	Customer Injury Rate (CY-2012) 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 was 11% better than target even with an above average number of customer injuries that occurred in May and June as a result of a larger number slips/trips/falls and collision-related injuries.
- The top two customer injuries for CY 2012 continued to be slips/trips/falls and collision-related injuries representing 57% and 30% of Metro's customer injuries, respectively.
- A large portion of the reduction of customer injuries were driven by increased safety announcements and distribution of literature encouraging customers to watch their step when using the escalators or to use caution when carrying large bags that may create tripping hazards or obstruct doors. These actions have been essential in reminding customers to be aware of their surroundings.
- Metro employees continued their efforts to keep platform areas free of debris and water. Efforts to replace broken tile on the platform also contributed to keeping customers safe.
- Safety Officers conducted detailed safety inspections of stations and surrounding areas to mitigate safety hazards.
- Metro also increased the use of technology (closed circuit video) to investigate incidents, in which visible evidence supported that Metro was not at fault of causing injury.

Customer Injury Rate
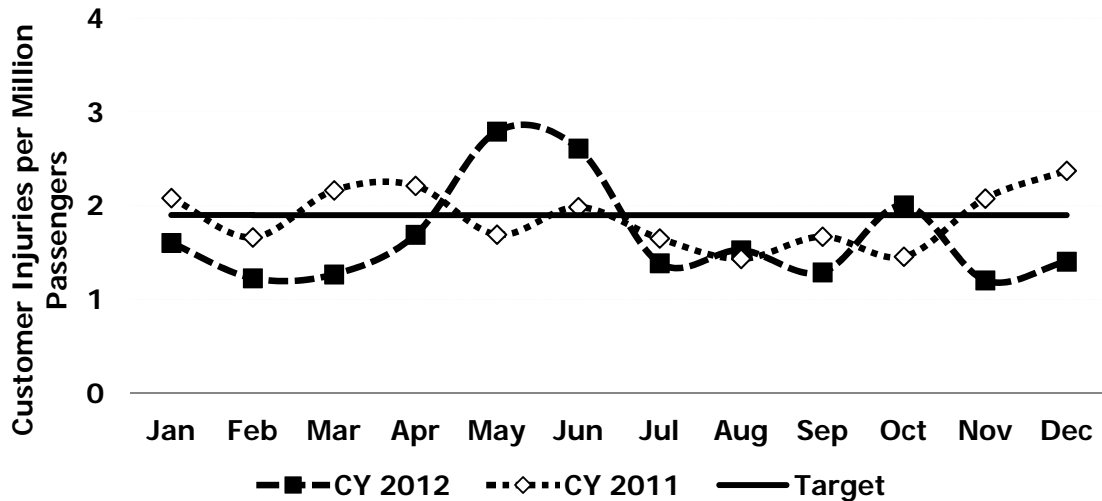
Actions to Improve Performance

- Continue actions that have proven to be effective such as conducting Passenger Service Assessments to evaluate and provide safety-oriented coaching opportunities for bus operators, detailed safety inspections, and the distribution of literature.
- Increase training to ensure customers with disabilities are secured as appropriate when using all modes of transportation.
- Increase assessments of areas where incidents appear to occur more frequently (hotspots) and redeploy SAFE staff to reinforce safe behavior in those areas.

Conclusion: Customer injuries decreased for the second year in a row, dropping 10% compared to CY 2011.

KPI: Employee Injury Rate (CY-2012)	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?

- Employee injury rate decreased for the second year in a row and the injury rate came in 5% better than target for the year, with only 5.04 injuries per 200,000 work hours.
- The five employee groups that were injured the most during CY12 were Metro's bus operators (37%), mechanics (12%), train operators (8%), and MTPD officers (7%); however, departments across the organization benefited from the following actions to reduce the most common employee injuries (e.g. slip/trip/fall, struck by/against, and collision-related injuries):
  - Bus collisions declined by 13% compared to CY11 due to campaigns like "Keep It Green," where operators were encouraged to avoid risky driving behaviors that could trigger a green light to turn red on their dash-mounted display that they can see while driving. Four hundred twenty bus operators will be recognized for keeping it green this year.
  - Bus also launched the WE CARE (Customers Are the Reason We Exist) training program to include an employee wellness module, understanding the motto of first taking care of one's self to properly service others; nearly 400 bus operators have completed the training.
  - A fall protection and situational awareness course was added to this year's training curriculum, which teaches employees about the nature of fall hazards in the work place and preventive actions to avoid injury.
  - The Return to Work and "At Risk" programs (to coach employees who have been injured twice within a 24-month rolling period) have continued to be effective in reducing employee injuries as overall corrective action plans are implemented. The number of At-Risk employees declined by 11% compared to CY11.
- The January, May, and October injury rates were above average as a result of a few extraordinary events where multiple employees were injured in one incident. These include incidents where four employees were injured after being struck by a (non-Metro) drunk driver, officers were injured while making an arrest, and five employees were injured after being rear-ended in a freeway collision.

Employee Injury Rate

Y-axis: Employee Injuries per 200,000 Hours (2, 4, 6, 8)
X-axis: Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
Legend: CY 2012, CY 2011, Target
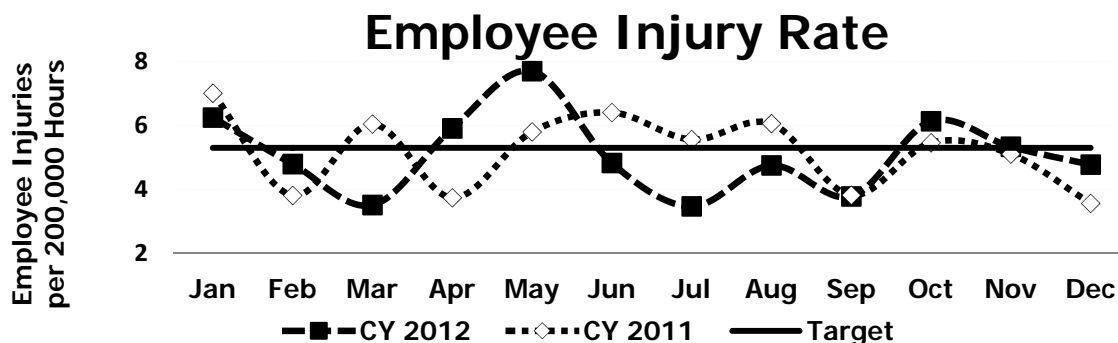
Actions to Improve Performance

- Complacency was recently quoted as the biggest obstacle to further safety improvement.
- To further reduce employee injuries, actions that have proven to be effective will continue to be utilized, in addition to evaluating the results of studies like the Fatigue Risk Management study and evaluating other areas of risk such as the newly increasing stress related injury type; findings will be summarized and actions implemented to prevent/reduce these injury categories.
- A Health and Wellness program will be implemented across the organization to promote wellness; these programs have proven to reduce stress and other health related injuries.

Conclusion: Employee injuries decreased for the second year in a row down 14% from 2010 and the employee injury rate finished the year 5% better than target for 2012.

KPI:	Crime Rate (CY-2012) 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 2012 parking crime rate of 2 crimes/million riders was well below 2011, hitting an unprecedented low in February (.78). The rate dramatically improved from five years ago, when the rate exceeded 4 crimes/million riders. MTPD used a variety of tactics to drive down crime (e.g., using Gators to patrol lots, observation towers, partnering with local jurisdictions), arrested individuals suspected in multiple vehicle crimes and proactively educated customers about crime prevention.
- Rail crime rate results were mixed. While robberies and aggravated assaults improved (down 19% and 16%, respectively), there were 2 homicides in the rail system and snatches/pickpockets increased 28%. In 2012, MTPD focused on its highest crime stations and utilized crime suppression teams to target would-be snatch thieves. MTPD, DC Police and other agencies successfully advocated with the Federal Communications Commission for a new tool to fight snatches. Called "bricking," beginning in the Fall of 2012 customers were able to contact their carrier to have a stolen electronic device remotely disabled (making it as "useful as a brick").
- Bus crime rate remained very low (1 crime/million riders), but increased in 2012 primarily due to a significant uptick in snatches/pickpockets (up 88%), increased aggravated assaults (10 more incidents) and a homicide onboard a bus. MTPD focused Metrobus patrols on highest crime routes and implemented new procedures to encourage bus operators to share incidents and security concerns directly with MTPD.

Metrobus Crime Rate* **Metrorail Crime Rate** **Parking Crime Rate**

··◇·· CY 2011   ━■━ CY 2012
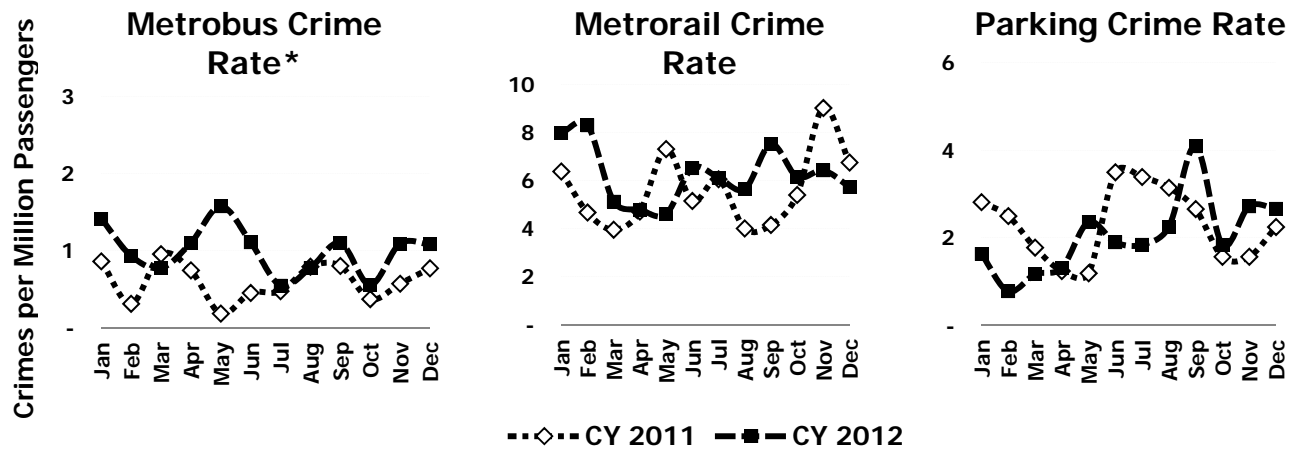
*Scales for Metrobus and Parking Crime Rate have been adjusted to reflect monthly fluctuation
Target: Less than 2,050 Part I Crimes in CY 2012

Actions to Improve Performance

- Train 32 additional Metrobus officers to begin patrol in late 2013 (FY13 Budget Initiative).
- Continue encouraging bus operators to report crime to MTPD and improve communication between Bus Operations Control Center and MTPD to facilitate incident response.
- Use crime trend analysis to realign officer schedules to match days and times when crime is highest.
- To facilitate arrest of individuals suspected in multiple cases, enhance analysis by MTPD's Criminal Investigation Division and communicate results to officers.

Conclusion: 2012 parking crime was down significantly from 2011, reaching an unprecedented low. While rail robberies and assaults were down, snatch/pickpocket thefts of small electronic devices drove up rail and bus crime rates.

KPI:	Customer Comment Rate (CY-2012) 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?

- Metro finished 2012 with a 10-month trend of better than target commendations per million trips outperforming 2011 results. Although the customer complaint rate improved in Q4 2012, the 2012 target was missed. The number of complaints received per million passengers in 2012 exceeded 2011 level by 6%.
- Bus complaints were down in December, but were up 13% for the year. Fifty percent of bus complaints were related to on-time performance (Delay/Late, Failure to Service Stop, or No-show), up 1% compared with 2011, and highly consistent all year. Complaints about rude behavior and unsafe operation continued to drop throughout Q4 2012. Bus commendations continued to reflect improvement in bus operator safety and courtesy, a tribute to the commitment behind the CARE program that is underway. To date, over 400 operators have been trained.
- Rail complaints continued to drop through the end of the 2012, finishing at the lowest level in the last two years. However, the leading causes of complaints continued to be reduced service (due to schedule changes to align service for the Silver Line implementation) and station closures (due to track work).
- MetroAccess continued strong, steady service delivery performance throughout 2012, balancing efficiency and timeliness resulting in a 9% improvement in complaints from 2011, and a 26% improvement in commendations.

Customer Complaint Rate
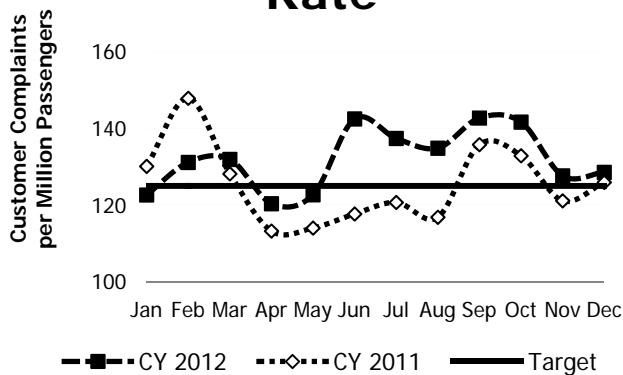
Customer Commendation Rate
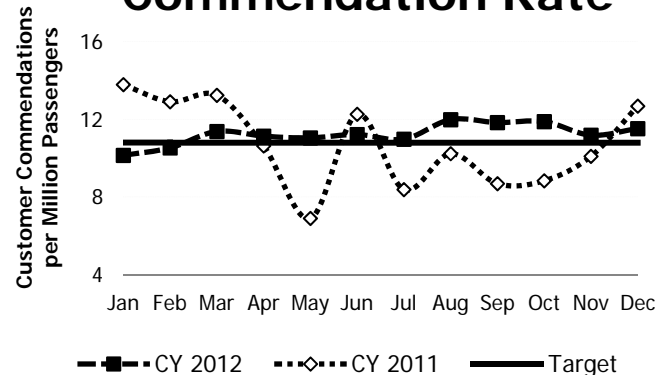
Actions to Improve Performance

- Continue to track and monitor customer satisfaction through a new quarterly survey, "Voice of the Customer".
- Continue implementing CARE training for bus operators to improve skills and confidence in Customer Service, which is already showing results.
- Implement Better Bus service improvements at the end of 2012, to address increased demand for service and improve reliability on busy routes. Gather customer input with implementation of improved bus services at the end of the year. Use this information to improve service to customers and be responsive to their needs.
- Continue to provide MetroAlerts and update new flatscreens in rail stations with up-to-the-minute information to assist customers.

Conclusion: Customer commendations were on target, while complaints were slightly above the target for 2012.

Board Standards and Guidelines

Resolution 2012-29: Rail Service Standards
Resolution 2000-10: Guidelines for Regional Metrobus Service

Board Standard: Metrorail Service (Resolution 2012-29)

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

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

Time Period: October – December 2012

Results:

- Oct 21: Metro was paid to open early for the Army Ten-Miler.
- Dec 3 and 30: Metro was paid to close late for Redskins football games.
- Oct 29 and 30: Due to Hurricane Sandy Metro suspended service on Oct 29 and opened late on Oct 30.
- Nov 1: Metro closed one hour earlier than announced. The system should have stayed open one hour later to accommodate the change from daylight savings to standard time.

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

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

Time Period Tracked: October – December 2012

Results:

- In Q4, rush period scheduled headways were changed on 1 day (Oct 30, limited Sunday service provided due to Hurricane Sandy).
- For detail on Metro's adherence to scheduled headways, see Rail On-Time Performance on page 10.

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

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

Time Period Tracked: August – October 2012

Results:

Line	Maximum Load Stations	AM Rush			PM Rush		
		Aug	Sep	Oct	Aug	Sep	Oct
Red	AM Gallery Place/PM Metro Center	74	78	80	75	72	77
	AM Dupont Circle/PM Farragut North	87	80	77	80	75	69
Blue	AM Rosslyn/PM Foggy Bottom-GWU	83	81	78	92	93	95
	AM L'Enfant Plaza/PM Smithsonian	67	71	59	110	75	62
Orange	AM Court House/PM Foggy Bottom-GWU	101	102	92	87	87	89
	AM L'Enfant Plaza/PM Smithsonian	74	70	63	66	67	59
Yellow	AM Pentagon/PM L'Enfant Plaza	69	68	67	65	68	69
Green	AM Waterfront/PM L'Enfant Plaza	77	75	80	66	64	65
	AM Mt. Vernon Sq./PM Mt. Vernon Sq.	62	69	74	71	65	76

Board Standard: Metrobus Service (Resolution 2000-10)

Board Guidelines: Load factor, running time, non-peak productivity standard, and regional equity guidelines

1   Peak hour load factor (ratio of passengers to seats):

	Maximum	Minimum
On Radial routes	1.20	0.60
On Crosstown routes	1.00	0.55
On Express routes	1.00	0.50

Off-peak load factor

1.00	n/a

2.   If running time is insufficient such that more than x% of trips start late.

33%	n/a

3.   If non-peak ridership averages

> 30 passengers per revenue hour	< 18 passengers per revenue hour

4.   If regional equity (subsidy contributions) change because of any of the above.

Metrobus Service Criteria

Criteria	Threshold
Weekday Daily Passengers	**< 1/8 of System Average**
Cost Recovery	**< 50% of System Average**
Subsidy Per Rider	**> 2 Times System Average**
Riders per Revenue Trip	**< 1/3 of System Average**
Riders per Revenue Mile	**< 1/3 of System Average**

October 2012 Results by Line	Weekday Daily Passengers	Cost Recovery	Subsidy Per Rider	Riders per Revenue Trip	Riders per Revenue Mile
Met Threshold	101	97	87	99	100
Did Not Meet Threshold	3	7	17	5	4

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

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

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

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

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

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: Number of vehicle arrivals at the pick-up location within the 30-minute on-time window / the total number of trips delivered.

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

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

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

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

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

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

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	78.5%	76.9%	77.5%	76.2%	74.5%	74.0%	75.5%	76.4%	72.2%	72.6%	73.7%	75.2%	75.3%
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%	76.3%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	8,681	8,144	7,794	7,171	7,277	6,916	6,312	6,651	6,206	7,727	6,649	7,766	7,230
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	7,899

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

Type (~ % of Fleet)	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Avg.
CNG (30%)	8,205	8,102	7,184	8,058	6,036	6,493	7,788	8,402	8,147	8,426	7,081	8,570	7,708
Hybrid (27%)	11,371	11,180	12,681	11,172	12,000	11,451	9,293	10,890	8,691	9,369	10,593	10,463	10,763
Clean Diesel (8%)	11,951	8,232	9,897	7,712	6,527	7,027	5,728	7,162	4,543	6,741	5,929	7,506	7,413
All Other (35%)	6,197	5,678	5,973	5,843	4,867	4,604	4,080	5,468	4,950	4,437	5,311	5,894	5,275

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	87.9%	88.7%	91.0%	90.9%	90.9%	90.2%	89.5%	91.4%	91.0%	90.5%	88.7%	90.6%	90.1%
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%	91.0%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	12-Month OTP
Red Line	85.8%	85.6%	90.7%	90.7%	88.8%	88.7%	90.1%	91.4%	90.0%	90.0%	90.7%	91.8%	89.6%
Blue Line	90.3%	90.5%	89.8%	89.6%	89.4%	90.3%	90.3%	91.0%	91.0%	91.2%	90.7%	91.3%	90.4%
Orange Line	91.8%	92.0%	91.0%	90.9%	90.7%	92.1%	92.3%	93.1%	92.9%	93.2%	92.8%	93.6%	92.2%
Green Line	91.7%	90.7%	92.4%	92.9%	92.1%	93.6%	93.1%	93.8%	93.4%	93.4%	93.3%	93.3%	92.8%
Yellow Line	90.6%	89.7%	91.8%	92.3%	91.6%	92.0%	91.7%	92.3%	92.5%	92.2%	92.0%	91.8%	91.7%
Average (All Lines)	89.3%	89.2%	90.8%	90.8%	90.0%	90.8%	91.2%	92.1%	91.5%	91.7%	91.7%	92.3%	91.0%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	37,703	48,241	50,328	39,302	37,355	36,963	33,112	42,475	50,829	47,654	35,138	39,356	40,780
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	46,274

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	12-Month MDBD
1000 series railcars	47,930	47,408	46,781	43,959	40,101	33,340	32,553	44,896	39,974	49,186	41,311	73,975	43,339
2000/3000 series railcars	29,179	30,131	32,197	40,684	38,857	28,427	39,288	66,778	72,089	148,891	133,412	75,771	46,473
4000 series railcars	25,538	34,345	22,688	39,637	30,161	22,223	20,298	25,057	17,755	24,953	39,546	32,471	26,389
5000 series railcars	51,995	43,848	65,551	41,368	48,665	33,858	32,177	50,368	64,295	68,174	45,620	53,550	47,655
6000 series railcars	77,198	64,069	93,097	44,747	58,788	51,617	64,260	58,564	79,559	131,709	138,821	113,243	71,581
Fleet average	40,253	40,399	43,537	42,237	42,556	32,526	36,551	50,842	51,013	72,943	67,555	66,942	46,274

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	90.1%	89.0%	91.3%	91.2%	92.2%	93.2%	93.1%	92.7%	91.8%	93.0%	93.0%	93.1%	92.0%
CY 2012	93.4%	92.3%	91.7%	92.8%	92.4%	92.7%	93.6%	92.5%	92.1%	92.4%	92.2%	92.3%	92.5%

KPI: Escalator System Availability -- Target = 89%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	88.8%	86.6%	86.9%	86.2%	82.5%	82.0%	81.9%	80.7%	84.4%	87.4%	90.1%	88.6%	85.5%
CY 2012	88.6%	89.4%	89.3%	90.0%	90.7%	90.6%	90.1%	87.3%	86.8%	88.4%	90.4%	90.8%	89.3%

KPI: Elevator System Availability -- Target = 97.5%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	96.3%	96.0%	96.9%	96.4%	97.4%	98.0%	97.3%	95.2%	94.5%	94.9%	96.7%	96.4%	96.3%
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%	97.0%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	2.08	1.66	2.16	2.21	1.69	1.99	1.65	1.43	1.67	1.46	2.08	2.37	1.87
CY 2012	1.60	1.23	1.27	1.69	2.79	2.61	1.39	1.52	1.29	2.01	1.20	1.40	1.68

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

Bus Customer Injury Rate (per million passengers)*

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	1.72	0.93	3.38	2.59	2.01	3.34	1.88	1.32	2.69	1.75	3.02	3.86	2.39
CY 2012	1.58	1.28	1.11	2.81	4.49	4.18	1.43	1.70	1.16	3.67	1.46	1.27	2.19

*Includes Shuttle Bus Trips

Rail Customer Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	0.13	0.19	0.15	0.10	0.16	0.20	0.05	0.05	0.00	0.11	0.23	0.12	0.12
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	0.08

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	2.00	1.82	1.17	1.61	1.08	0.90	1.03	1.25	0.94	0.87	1.11	1.16	1.23
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	1.17

*Includes station, escalator and parking facility customer injuries.

KPI: MetroAccess Customer Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	16.45	10.55	14.63	32.12	27.41	16.72	53.96	22.53	11.65	34.54	17.60	17.70	22.74
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	14.15

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	7.01	3.81	6.05	3.74	5.80	6.41	5.56	6.06	3.82	5.46	5.10	3.56	5.19
CY 2012	6.25	4.79	3.61	6.03	7.71	4.83	3.58	4.87	3.78	6.02	5.10	4.78	5.04

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

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

	Jan*	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011 Metrobus	0.86	0.31	0.95	0.65	0.18	0.45	0.47	0.79	0.80	0.37	0.57	0.77	0.61
CY 2012 Metrobus	1.41	0.93	0.77	1.10	1.57	1.11	0.55	0.77	1.10	0.55	1.09	1.08	1.00
CY 2011 Metrorail	6.39	4.68	3.96	4.72	7.32	5.16	6.06	4.02	4.16	5.41	9.03	6.76	5.61
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	6.20
CY 2011 Parking	2.82	2.50	1.78	1.24	1.19	3.50	3.39	3.15	2.66	1.57	1.57	2.25	2.31
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	2.02

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

Crimes by Type

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
Robbery	43	22	24	22	20	25	28	25	28	25	44	32	338
Larceny (Snatch/Pickpocket)	93	87	59	49	45	49	57	41	49	40	51	48	668
Larceny (Other)	30	43	44	52	56	84	69	85	127	68	55	40	753
Motor Vehicle Theft	6	2	5	5	8	6	4	3	4	6	8	9	66
Attempted Motor Vehicle Theft	3	1	3	0	12	3	2	2	2	7	8	6	49
Aggravated Assault	10	14	8	9	13	11	8	6	7	8	3	4	101
Rape	0	0	0	0	0	0	0	0	0	0	0	0	-
Burglary	0	0	0	0	0	0	0	0	0	0	0	0	-
Homicide	0	* 1	0	0	0	* 2	0	0	0	0	* 1	* 1	-
Arson	0	0	0	0	0	0	0	0	0	0	0	0	-
Total	**185**	**169**	**143**	**137**	**154**	**178**	**168**	**162**	**217**	**154**	**169**	**139**	**1,975**

*Five homicides occurred in 2012 in the transit system. Per DC law, these crimes are reported to the FBI by the DC Police Department. As such, these crimes are not included in Metro's crime report.

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

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

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	13.8	12.9	13.2	10.6	6.9	12.3	8.4	10.2	8.7	8.8	10.1	12.7	10.7
CY 2012	10.1	10.5	11.4	11.1	11.0	11.2	11.0	12.0	11.8	11.9	11.2	11.5	11.2

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Thru Dec
CY 2011	130	148	128	113	114	118	121	117	136	133	121	126	125
CY 2012	122	131	132	120	123	143	137	135	143	142	128	129	132

Metrobus Ridership (millions of unlinked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. Thru Dec
CY 2011	9.3	9.7	11.5	10.8	10.9	11.1	10.6	11.4	11.2	10.9	10.6	10.4	10.7
CY 2012	10.8	10.9	11.7	11.0	11.6	10.8	11.0	11.6	10.9	10.8	10.1	9.3	10.9

Metrorail Ridership (millions of linked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. Thru Dec
CY 2011	16.0	16.0	19.7	19.3	18.4	20.0	19.5	18.4	18.0	18.5	17.2	16.4	18.1
CY 2012	16.5	16.6	19.7	19.0	19.1	19.5	18.9	18.2	16.6	17.4	16.2	14.6	17.7

MetroAccess Ridership (100,000s of completed trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. Thru Dec
CY 2011	1.82	1.90	2.05	1.87	1.82	1.79	1.67	1.78	1.72	1.74	1.70	1.69	1.8
CY 2012	1.69	1.71	1.85	1.74	1.83	1.72	1.64	1.77	1.62	1.67	1.67	1.59	1.7

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

Metro Service Area

Size	1,500 sq. miles
Population	5 million

Ridership

Mode	FY 2012	Average Weekday
Bus	132 million	436,175 (2012)
Rail	218 million	729,230 (2012)
MetroAccess	2.1 million	6,844 (2012)
Total	353 million	

Fiscal Year 2013 Budget

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

Metrobus General Information

Size	11,490 bus stops and 2,398 shelters
Routes*	325
Fiscal Year 2013 Operating Budget	$565 million
Highest Ridership Route in 2009	30's – Pennsylvania Ave. (16,330 avg. wkdy ridership)
Metrobus Fare	$1.80 cash, $1.60 SmarTrip®, Bus-to-bus Transfers Free
Express Bus Fare	$4.00 cash, $3.65 SmarTrip®, Airport Fare $6.00
Bus Fleet*	1,500
Buses in Peak Service	1,262
Bus Fleet by Type*	Compressed Natural Gas (460), Electric Hybrid (593), Clean Diesel (144) and All Other (303)
Average Fleet Age*	6.8 years
Bus Garages	10 – 4 in DC, 3 in MD and 3 in VA

As of September 28, 2012.

Metrorail General Information

Fiscal Year 2013 Operating Budget	$896 million
Highest Ridership Day	Obama Inauguration on Jan. 20, 2009 (1.1 million)
Busiest Station in 2011	Union Station (760,000 entries in November 2011)
Regular Fare (peak)	Minimum - $3.10 paper fare card, $2.10 SmarTrip® Maximum - $6.75 paper fare card, $5.75 SmarTrip®
Reduced Fare (non-peak)	Minimum - $2.70 paper fare card, $1.70 SmarTrip® Maximum - $4.50 paper fare card, $3.50 SmarTrip®
Paper Farecard Surcharge	$1.00 per trip 50¢ fare surcharge for seniors/people with disabilities
1st Segment Opening/Year	Farragut North-Rhode Island Avenue (1976)
Newest Stations/Year	Morgan Boulevard, New York Avenue, and Largo Town Center (2004)
Rail Cars in Revenue Service	1,104
Rail Cars in Peak Service	896
Rail Cars by Series	1000 Series (288), 2000/3000 (362), 4000 (100), 5000 (184) and 6000 (184)
Lines	5 – Red, Blue, Orange, Green, and Yellow
Station Escalators	588
Station Elevators	239
Longest Escalator	Wheaton station (230 feet)
Deepest Station	Forest Glen (21 stories / 196 feet)
Rail Yards	9 – 1 in DC, 6 in MD and 2 in VA

MetroAccess General Information

Fiscal Year 2012 Operating Budget	$115 million
MetroAccess Fare	Within the ADA service area – twice the equivalent SmarTrip-based fare up to a $7 maximum
Paratransit Vehicle Fleet**	600
Average Fleet Age**	1.6 years
Paratransit Garages	7 (1 in DC, 4 in MD and 2 in VA)
Contract Provider	MV Transportation

*As of December 2012.