FY19 Metro Performance Report

The following is Metro's system-wide performance for FY2019 in the areas of quality service, safety, security and financial responsibility. Performance is compared to targets that Metro aims to achieve, or where applicable, to previous fiscal year performance.

Quality Service

MyTripTime — 88% of customers on-time ●

More than 88% of Metrorail customers' trips were completed on-time during FY2019, meeting Metro's target. Weekday on-time performance (OTP) reached close to 90%, and weekend OTP notably improved across FY2019, increasing from 75% in the first quarter to 85% in the fourth.

Planned trackwork—including five major capital rebuilding efforts—lowered customer OTP by 2.6 percentage points across the year. Furthermore, these capital rebuilding efforts also contributed to Metro's assets operating in a State of Good Repair and service remaining reliable for customers.

During 16 days of continuous single-tracking in August 2018 on the Orange, Blue and Silver Lines, Metro rebuilt the tightest curve in the system near McPherson Square. This had the biggest impact on customer OTP, decreasing it by about 10 percentage points in August.

The four shutdowns in FY2019, all for structural repairs and other infrastructure improvements, included a 45-day Red Line shutdown from July to August 2018; a 14-day shutdown of the Yellow Line Bridge and four-day shutdown at National Airport in November 2018; and most recently, a six-station shutdown south of National Airport from May to September 2019 for the Platform Improvement Project. Metro strived to maintain normal service levels outside of the shutdown areas, and as a result, has minimized the system-wide impact of these events.

Unplanned delays made up the rest of the impact to customer OTP. Police activity and other customer-related incidents accounted for more than a third of all unplanned delays on rail, increasing by 7% compared to FY2018. The overall crime rate for Rail also increased slightly from 3.6 to 4.3 per million passengers from FY2018 to FY2019. Railcar issues accounted for another third of unplanned delays but have decreased by almost 40% relative to FY2018 thanks to improved maintenance practices and the retirement of the poorest performing railcars.

The remaining third of unplanned delays are split between infrastructure failures and operations (e.g., operator personal breaks). Since FY2018, infrastructure failures have decreased by approximately 78% thanks to the track preventive maintenance program and intensive rebuilding efforts. There were also 9% fewer smoke and fire incidents in FY2019 as compared to FY2018, and 22% fewer as compared to FY2017.

Rail Fleet Reliability — 160,985 miles between delay ●

Railcar performance continues to be the best in eight years, reaching almost 161,000 miles between customer delays—a 74% improvement compared to FY2018. Performance reached a record high in May compared to the last several years, with cars traveling 265,000 miles on average before leading to a delay. For customers, this has resulted in 41% fewer offloads and more on-time arrivals at destinations.

Using reliability analysis, Metro continues to better align its engineering efforts to the issues causing the most problems. For example, Metro adjusted the periodic inspection program to 90 days for the 7000-series railcars and 60 days for the rest of the fleet, while also adding tasks to address frequent sources of failures. A new ultrasonic pneumatic leak detection task has greatly reduced failures related to the pneumatic system and compressors. Metro's rail fleet reliability has also been steadily increasing thanks to investments in new, high-quality railcars and retiring poor-performing ones. The 7000-series railcars now represent 57% of the available fleet and are the top performers: In May and June 2019, 7000-series railcars traveled almost 600,000 and 500,000 miles between delays, respectively. Metro retired all 192, 5000-series cars in FY2019.

Rail Infrastructure Availability — 97.4% of infrastructure available ●

Rail infrastructure availability was better than target and higher than FY2018, with over 97% of track available during passenger hours. Planned track work was the main reason track was out of service, reducing availability by 2.3 percentage points compared to 1.4 percentage points in FY2018.

In addition to major work on the Orange, Blue, and Silver Lines during the first quarter, there were four planned shutdowns across FY2019, closing parts of the track for what equated to about 100 days out of the fiscal year.

Unplanned disruptions lowered availability by only 0.3 percentage points, a sign of improving rail infrastructure condition — and a vast improvement over FY2018 which saw 3.8% of unavailable track due to unplanned disruptions—including a power-related speed restriction in the core of the system.

Thanks to the preventive maintenance program and capital rebuilding efforts addressing the parts of the system in the poorest condition, the duration of emergency single-tracking events decreased by 33%. Notably, there were no speed restrictions in June 2019.

Metro continues to focus on increasing the amount of work accomplished during overnight non-revenue hours, limiting work impact to customers. Metro increased its work-wrench hours during non-revenue hours by 33% from the first to fourth quarters of FY2019 thanks to better planning and coordination. Metro continued to maintain lower emergency wayside work events (work that must be accomplished within 48 hours): emergencies made up fewer than 5% of all overnight work requests for 11 of the 12 months.

Bus On-Time Performance — results unavailable *[pilot KPI]* ●

In July 2018, Metrobus began piloting a new calculation for bus OTP. Since beginning the pilot, data quality errors were identified that impact monitoring and reporting. These errors were driven by errors in timepoints and older, defective software installed on the on-board equipment of approximately 10% of the Metrobus fleet. This combination resulted in reporting of incorrect departure and arrival times, thus compromising the performance results.

Together with Metro's external intelligent transportation system (ITS) partners, work has now been completed

to replace the identified defective on-board equipment as well as to correct the underlying timepoint attributes. Reporting will resume in the Q1/FY2020 Metro Performance Report which will be released in early November 2019.

Bus Fleet Reliability — 6,335 miles between failure ●

In FY2019, buses on average traveled just over 6,300 miles between service interruption, a 9% decline from last fiscal year. The compressed natural gas (CNG) fleet ended the year as the top performer, improving 20% compared to last fiscal year, traveling almost 8,000 miles between failure. Performance of the hybrid fleet, which delivered over 60% of service, declined 16% compared to last fiscal year traveling just over 6,500 miles between failure.

Metro is taking several actions to improve the bus customer experience and reduce travel times, including improving reliability of the hybrid fleet through working with bus manufacturers to address fleet failures, continuing to replace older, less reliable buses with 140 new 40-foot CNG and 12 new 60-foot hybrid buses placed into service as of June 30, 2019, as well as developing an electric bus deployment strategy.

MetroAccess On-Time Performance — 90% of vehicles on-time ●

MetroAccess OTP was 90% in FY2019, near the target of 92%. In FY2019, MetroAccess transitioned from primarily scheduling direct single-passenger trips to scheduling shared rides for most trips. Transitioning to shared rides reduces emissions, decreases traffic congestion, and provides important economic benefits; however, this transition affected OTP. Looking forward to FY2020, MetroAccess is actively adjusting the scheduling parameters for the system to improve OTP while maintaining shared ride benefits.

Elevator Availability — 96% available ●

Despite a steady improvement in performance over the course of the year, Elevator Availability slightly missed the FY2019 annual target. Availability was also just short of target in Q4/2019.

Metro is taking several actions to improve performance. Beginning in FY2020, a dedicated team will focus on repairing elevators (previously, staff repaired both elevators and escalators) and the team plans to more aggressively address frequent failure causes on elevators. Management also plans to add a dedicated elevator Master tech position and an additional "helper" staff position and; 10 "helper" staff have recently been hired and an additional four are under recruitment. These "helper" positions would be allocated across both elevator and escalator support.

Escalator Availability — 94% available ●

Escalator Availability comfortably exceeded the FY2019 annual target of 92%. Q4/2019 escalator availability also exceeded target, with 94% of units available on average throughout April, May and June. This achievement comes despite Metro's aggressive and expansive plan to replace a significant number of escalators across the system. Nearly twice as many units were replaced in FY2019 compared to FY2018. Current recruiting efforts to expand the number of "helper" staff positions are expected to increase both the rigor and timeliness of inspections and maintenance, thus further increasing escalator availability.

Safety & Security

Crime — 1,336 Part I crimes ●

The FY2019 Part I crime rate decreased 6% compared to last fiscal year and performed better than target, recording no more than 1,650 crimes throughout the Metro system. About 63% of crimes committed on Metro were against property, with the remaining 37% against persons. The overall decline in the rate was driven by a 15% decrease in the rate of crimes against property, with reductions in bike thefts and thefts from cars parked at Metro facilities. This improvement was offset slightly by a 17% increase in the rate of crimes against persons, with robberies as the biggest contributor. The combined crime rate of 3.8 crimes per million passenger trips represents the lowest rate in recent years.

Red Signal Overruns — 10 incidents ●

The target for red signal overruns is a general downward trend compared to the prior year, which was not achieved for FY2019. The overall incident count remained static compared to FY2018, with 10 incidents. The upward trend began in the fourth quarter, after being relatively flat for the first three quarters. There were five overruns through the first three quarters of FY2019, and five in the fourth quarter. In April 2019 there were no incidents, while there were three in May and two in June. The three overruns in May were all in rail yards (two in New Carrollton yard, one in West Falls Church yard) although the circumstances of the movements were different. One of the June incidents occurred at the new temporary terminus at National Airport for the Blue/Yellow Lines due to the Platform Improvement Project and the other was in Brentwood Yard. There were no red signal overruns by roadway maintenance machine (RMM)/equipment operators in the last three quarters.

Despite the uptick in the last three months, engineered mitigations and corrective action programs were proving effective at limiting red signal overrun incidents. Metro will continue to perform efficiency testing and spot checks to ensure rules and procedures, such as '100% repeat-back' are enforced. In addition to the engineering controls mentioned in previous reports, rules and procedures are similarly important in preventing red signal overruns.

Fire Incidents — 71 incidents ●

Rail system fires decreased by 14% compared to FY2018. All types of fires decreased, including 15% fewer arcing insulators. None of the three cable fires in FY2019 (down from five in FY2018) were related to high voltage power feeder cables.

Current mitigations and preventive maintenance programs appear effective at reducing fire incidents. Preventive maintenance activities include but are not limited to stray current testing; cable inspection, meggering and replacement; track bed cleaning; and drain maintenance.

Rail Collisions — 12 collisions ⬤

Operational rail collisions remained static compared to FY2018, with 12 incidents; however, the 12-month trend indicates a decreasing incident rate. The rail collision metric includes incidents of minor damage that were the result of a preventable incident (e.g., trains striking equipment/objects when pulling into or out of a maintenance shop).

There were two collisions in the fourth quarter of FY2019: one involving a Roadway Maintenance Machine (RMM) in May, and a train incident in April. The RMM incident involved a Prime Mover traveling backwards through an interlocking when a cross tie hanging off the side of the flat car contacted an ATC push button signal, which damaged and bent the associated pole. The railcar collision involved contact with a loose third rail cover board, which subsequently damaged the train's train-to-wayside (TWC) communications coil.

Derailments — 3 incidents ⬤

There were three derailments in FY2019 compared to 13 incidents in FY2018, a 77% decrease. There were no revenue vehicle derailments in FY2019. There was one derailment in the fourth quarter: a hi-rail vehicle was being tested for certification in Alexandria yard and derailed at low speed.

Bus Collisions — 66.9 per million miles ⬤

Bus collisions are rated as preventable or non-preventable. Preventable means the employee failed to do everything reasonably expected of a trained professional driver. Examples are a bus rear-ending another vehicle or striking a parked vehicle. Non-preventable means the employee took every reasonable action and/or could not have possibly avoided the accident. Examples are a bus being struck while servicing a bus stop or being struck by a vehicle that ran a red light at high speed.

The overall FY2019 collision rate is 66.9 per million miles, broken down to 29.2 preventable collisions per million miles and 37.7 non-preventable collisions. The target rate for bus collisions is specific to preventable collisions, which is set at 22.5 preventable collisions per million miles. The preventable collision rate increased 16% compared to FY2018. Preventable collisions primarily consisted of striking fixed objects, sideswipes, hitting parked vehicles, and hitting other vehicles in the rear.

In FY2019, Bus Services reviewed collision data during safety committee meetings and retreats to develop different strategies to mitigate accidents. DriveCam review continues to be a tool to coach and retrain operators on accidents, incidents and near-misses. Deceleration light and front strobe installation was completed on the remaining fleet in the fourth quarter of FY2019. There is a general downward trend in 'Hit in Rear' collisions over the last 12 months. Bus Services also worked with other municipalities to review and investigate collision hotspot locations. In June, the District of Columbia implemented bus-only lanes along specific sections of I & H streets NW to help with on-time performance and reduce the amount of interactions with other vehicles; however, the installation of these lanes occurred too recently to have measurable impacts in FY2019.

Bus Pedestrian Strikes — 24 incidents ●

Overall, FY2019 had 24 pedestrian strikes compared to 14 in FY2018, which is a 71% increase. This metric includes pedestrian contact that results in transport for immediate medical attention. Both FY2018 and FY2019 exhibited similar contributing factors: the majority of those struck were not in crosswalks or possibly crossing against a signal, and approximately half of the operators involved had five or less years of experience. Despite the increase, the last four months of FY2019 contributed to a downward trend over the last twelve months.

A Pedestrian Summit was held earlier in the year to retrain operators involved in pedestrian collisions on how to operate a bus within a pedestrian/cyclist environment and allowed the operators to identify challenges they face. The summit allowed operators to share their driving experience and to coach and retrain on situational awareness when driving at night, in intersections and near crosswalks. Metro also installed flashing amber lights on the front of all the buses to alert pedestrians that a bus is in motion and approaching.

Metrorail Customer Injuries — 1.38 per million riders ●

The target rate for Metrorail customer injuries is less than 1.45 injuries per one million passenger trips. FY2019 performed better than target and matched FY2018 performance.

Injuries on escalators and inside rail facilities (mezzanine, platform, station) were the primary contributors. Slips/trips/falls accounted for nearly half of all injuries. The top key factors were customers being inattentive to their surroundings, intoxication, and wet surfaces. The most common locations for injuries were primarily transfer stations, such as: Gallery Place (15), L'Enfant Plaza (12), Metro Center (11), followed by Columbia Heights (10) and Dupont Circle (9).

Metrobus Customer Injuries — 2.99 per million riders ●

The target rate for Metrobus customer injuries is less than 2.45 injuries per one million passenger trips. In FY2019, 325 passengers were injured due to collisions or other factors, resulting in an injury rate of 2.99, which is above target. There was a spike in injuries during the fourth quarter driven by several non-preventable collisions that resulted in seven or more customer transports for medical attention. Slips/trips/falls and vehicle collisions were the most common sources of injury for the fiscal year. For the slips/trips/falls injuries, vehicle motion (e.g., turning or accelerating) was the most common causal factor.

MetroAccess Customer Injuries — 2.17 per 100,000 riders ●

The customer injury rate for MetroAccess was 2.17 per 100,000 passenger trips in FY2019, which is below the target of 2.85. A year-long safety messaging campaign contributed to a 37% reduction in the customer injury rate from preventable causes; however, the overall injury rate increased by 2% due to increases in non-preventable injuries. Injuries most frequently resulted from slips/trips/falls and non-preventable collisions.

Rail System Employee Injuries — 3.4 per 100 employees 🟢

The target rate for rail system employee injuries is less than 4.0 per 200,000 hours worked. Rail had an employee injury rate of 3.4, which was below the target rate and a 17% decrease from FY2018. It represented an overall decrease of 35 injuries (236 vs. 201). Slips/trips/falls, lifting/lowering, and stress/assault were the most common injury types.

Bus Employee Injuries — 10.9 per 100 employees 🟡

The target rate for bus employee injuries is less than 9.4 injuries per 200,000 hours worked. The bus employee injury rate was 10.9 for FY2019. While it did not meet target, the rate improved by 11% compared to FY2018. The most common injury types were related to vehicle collisions, stress/assault, and slips/trips/falls. Most of the collision-related injuries were the result of collisions rated as non-preventable.

$ Financial Responsibility

Ridership — 301.8 million passengers 🟡

Total FY2019 ridership of 301.8 million is 0.3% below the budget forecast of 302.7 million.

	FYTD19 Actual	Variance from Forecast	FYTD19 Weekday Average	Change from Prior Year	FYTD19 Weekend Average	Change from Prior Year
Metrorail	175.2	+1.0%	610,00	-0.5%	202,000	+0.3%
Metrobus	124.3	-2.1%	357,000	-4.1%	157,000	-2.7%
MetroAccess	2.3	-2.7%	8,000	0.7%		
	301.8	**-0.3%**				

Note: Metro is transitioning to using an automatic passenger counter (APC) as the source of official Metrobus ridership totals. In previous years, bus ridership was reported using farebox (AFC) figures. In FY2018, the FTA approved the use of the APC method which uses onboard sensors to count passengers boarding the vehicles. In the FY2019 Approved Budget, AFC ridership figures are adjusted to account for this change. Prior year figures are actual APC counts collected during the transition. In the above table, Metrobus FYTD19 Actual totals use APC and Metrobus average weekday and weekend totals use farebox.

Legend

🟢 Met or above target | 🟡 Near target | 🔴 Target not met | ⚫ No target

QUALITY SERVICE

MY TRIP TIME - RAIL 🟢

88% of customers arrived on-time

● Target ≥ 88% on-time

BUS ON-TIME PERFORMANCE ⚪

N/A of buses arrived on-time

● Pilot KPI

METROACCESS ON-TIME PERFORMANCE 🟡

90% of vehicles arrived on-time

● Target ≥ 92% on-time

SAFETY & SECURITY

RED SIGNAL OVERRUNS 🟡

10 red signal overrun incidents

● FYTD Prior Year 10

BUS COLLISIONS 🔴

66.9 collisions per million miles

● FYTD Prior Year 63.0

PART I CRIME 🟢

1,136 3.8 per million passengers

● FY19 Target ≤ 1,650 Part I Crimes

FINANCIAL RESPONSIBILITY

RIDERSHIP 🟡

301.8 million passengers

● Budget Forecast 302.7 million passengers

KPI: MYTRIPTIME --METRORAIL CUSTOMER ON-TIME PERFORMANCE [TARGET 88%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	71%	69%	64%	65%	61%	63%	66%	71%	70%	75%	76%	79%	70%
FY 2018	86%	89%	87%	88%	87%	86%	86%	87%	88%	88%	87%	88%	87%
FY 2019	86%	79%	90%	89%	87%	89%	90%	90%	89%	91%	90%	90%	88%

KPI: MYTRIPTIME -- METRORAIL CUSTOMER ON-TIME PERFORMANCE BY LINE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Red Line	85%	79%	88%	87%	87%	89%	89%	90%	91%	92%	90%	91%	88%
Blue Line	85%	75%	87%	87%	82%	86%	87%	86%	87%	89%	86%	87%	86%
Orange Line	86%	72%	91%	89%	86%	89%	89%	87%	83%	90%	89%	87%	86%
Green Line	91%	91%	94%	94%	93%	94%	94%	92%	93%	94%	93%	89%	93%
Yellow Line	89%	89%	89%	91%	78%	82%	89%	88%	91%	92%	88%	89%	88%
Silver Line	86%	75%	90%	91%	87%	88%	92%	88%	88%	92%	91%	89%	88%

KPI: MYTRIP TIME -- METRORAIL CUSTOMER ON-TIME PERFORMANCE BY TIME PERIOD

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush (5AM-9:30AM)	89%	80%	93%	92%	91%	92%	91%	92%	92%	93%	93%	91%	91%
Mid-day (9:30AM-3PM)	88%	80%	91%	91%	90%	91%	92%	92%	92%	91%	91%	90%	90%
PM Rush (3PM-7PM)	88%	78%	92%	91%	89%	89%	91%	91%	89%	92%	90%	89%	89%
Evening (7PM-9:30PM)	86%	78%	88%	88%	87%	88%	94%	94%	93%	94%	94%	92%	90%
Late Night (9:30PM-12AM)	91%	92%	93%	89%	90%	92%	92%	90%	91%	94%	93%	93%	92%
Weekend	71%	79%	77%	76%	65%	80%	82%	74%	81%	86%	81%	87%	79%

continued

KPI: RAIL INFRASTRUCTURE AVAILABILITY [TARGET 97%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017							94%	93%	92%	92%	92%	92%	92%
FY 2018	94%	94%	94%	95%	93%	94%	95%	95%	95%	95%	95%	99%	95%
FY 2019	99%	95%	98%	99%	97%	99%	99%	99%	99%	99%	97%	89%	97%

KPI: FTA REPORTABLE SPEED RESTRICTIONS [TARGET 2.1%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	13%	12%	14%	16%	16%	15%	10%	10%	13%	11%	12%	15%	13%
FY 2018	10%	13%	10%	10%	12%	14%	10%	10%	10%	10%	10%	0%	10%
FY 2019	0%	2%	0%	2%	2%	4%	0%	0%	0%	0%	0%	0%	1%

TRAIN ON-TIME PERFORMANCE (HEADWAY ADHERENCE) [TARGET 91%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	78%	76%	78%	80%	74%	76%	76%	82%	80%	84%	83%	82%	79%
FY 2018	90%	92%	89%	92%	89%	88%	89%	91%	91%	92%	92%	93%	91%
FY 2019	90%	78%	93%	93%	91%	93%	91%	92%	92%	93%	92%	91%	91%

TRAIN ON-TIME PERFORMANCE BY LINE (HEADWAY ADHERENCE)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Red Line	87%	64%	94%	93%	93%	93%	92%	94%	95%	95%	93%	93%	91%
Blue Line	90%	83%	91%	91%	88%	91%	88%	88%	87%	89%	89%	86%	89%
Orange Line	91%	72%	93%	92%	90%	92%	90%	91%	89%	92%	92%	90%	90%
Green Line	95%	93%	96%	96%	96%	95%	95%	94%	95%	96%	94%	93%	95%
Yellow Line	93%	94%	95%	95%	93%	95%	93%	92%	94%	95%	93%	91%	94%
Silver Line	91%	71%	92%	91%	89%	91%	90%	90%	89%	92%	91%	88%	89%

TRAIN ON-TIME PERFORMANCE BY TIME PERIOD (HEADWAY ADHERENCE)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush	87%	72%	91%	89%	88%	90%	86%	88%	88%	91%	90%	87%	88%
Mid-day	95%	83%	97%	97%	96%	96%	95%	96%	96%	96%	95%	95%	95%
PM Rush	86%	71%	91%	91%	88%	90%	89%	89%	89%	91%	89%	87%	88%
Evening	96%	97%	98%	93%	96%	98%	97%	96%	96%	97%	97%	97%	97%

continued

RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN DELAYS) [TARGET 90,000 MILES]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	55,850	73,246	65,416	86,174	66,697	76,244	79,105	85,489	80,348	118,958	101,585	104,461	79,656
FY 2018	92,927	84,111	84,278	104,128	80,687	85,310	61,004	95,119	113,361	103,228	125,658	117,519	92,657
FY 2019	124,123	119,755	145,352	141,878	161,039	162,407	134,683	146,531	238,078	198,102	265,139	194,907	160,985

RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN DELAYS BY RAILCAR SERIES)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	95,568	83,807	230,624	163,611	73,894	454,796	151,711	126,627	224,891	258,574	222,565	50,587	137,469
3000 series	84,905	88,157	77,736	104,095	139,627	74,195	67,444	73,869	184,913	127,211	117,354	74,491	92,242
5000 series	22,744	37,116	76,830	37,686	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	46,621
6000 series	96,185	147,417	141,853	72,916	98,357	88,620	112,453	117,115	244,162	91,058	157,965	221,248	116,166
7000 series	210,439	152,268	211,855	213,541	237,397	384,686	235,081	255,354	262,859	374,879	591,240	499,751	268,899

RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN FAILURE) [TARGET 8,500 MILES]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4,333	4,606	5,538	6,321	6,355	6,819	6,787	7,723	6,878	7,902	8,425	8,215	6,395
FY 2018	7,430	8,227	9,711	10,881	10,376	10,496	10,021	11,280	11,202	13,699	11,755	12,850	10,408
FY 2019	10,073	10,671	11,092	14,010	14,075	15,929	14,019	14,397	19,737	19,810	16,572	16,418	14,211

RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN FAILURE BY RAILCAR SERIES)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	7,466	8,730	9,609	9,439	7,697	11,370	10,114	7,449	17,299	17,238	15,349	5,727	9,280
3000 series	6,820	7,279	6,947	9,831	10,308	9,659	9,303	8,984	10,418	11,392	8,001	7,907	8,317
5000 series	2,843	2,749	2,401	4,187	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2,787
6000 series	5,186	6,229	6,490	6,851	8,062	9,601	11,781	9,582	13,565	11,957	10,432	10,663	7,544
7000 series	22,463	20,480	23,686	26,852	23,328	30,225	19,773	25,707	34,911	35,422	31,959	33,767	24,671

TRAINS IN SERVICE [TARGET 98%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017			94%	96%	92%	99%	94%	98%	97%	97%	96%	97%	96%
FY 2018	99%	99%	98%	101%	99%	99%	97%	98%	98%	99%	98%	98%	99%
FY 2019	97%	98%	98%	97%	97%	98%	96%	97%	98%	98%	98%	99%	98%

continued

OFFLOADS [TARGET <85 PER MONTH]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	151	100	103	89	96	112	75	67	90	62	74	78	1,097
FY 2018	60	64	65	41	64	53	98	61	53	51	55	54	719
FY 2019	48	44	35	40	25	38	44	33	25	16	28	49	425

RAIL LOADING [OPTIMAL PASSENGERS PER CAR (PPC) OF 100, WITH MINIMUM OF 80 AND MAXIMUM OF 120 PPC]

AM Rush Max Load Points		Travel Direction	Apr-18	May-18	Jun-18	Apr-19	May-19	Jun-19
Gallery Place	Red	Shady Grove	**102**	99	**106**	97	**102**	**106**
Dupont Circle		Glenmont	94	93	**102**	95	92	100
Pentagon	Blue	Largo Town Center	76	88	80	88	82	78
Rosslyn		Largo Town Center	65	68	67	65	67	63
L'Enfant Plaza		Franconia-Springfield	48	52	49	50	49	47
Court House	Orange	New Carrollton	**103**	93	**102**	96	98	**102**
L'Enfant Plaza		Vienna	73	86	78	75	68	66
Pentagon	Yellow	Mt. Vernon Square	89	89	97	100	90	82
Waterfront	Green	Greenbelt	93	89	100	96	95	100
Shaw-Howard		Branch Avenue	84	80	88	88	97	63
Rosslyn	Silver	Largo Town Center	100	**102**	94	98	100	**106**
L'Enfant Plaza		Wiehle-Reston	63	56	55	57	56	53
PM Rush Max Load Points								
Metro Center	Red	Glenmont	**102**	94	**107**	100	94	**107**
Farragut North		Shady Grove	92	83	90	90	86	100
Rosslyn	Blue	Franconia-Springfield	81	86	90	80	86	61
Foggy Bottom-GWU		Franconia-Springfield	82	93	88	82	80	59
Smithsonian		Largo Town Center	50	45	53	54	45	46
Foggy Bottom-GWU	Orange	Vienna	83	79	98	84	86	91
Smithsonian		New Carrollton	64	68	74	70	62	69
L'Enfant Plaza	Yellow	Huntington	**107**	**107**	**108**	**107**	98	94
L'Enfant Plaza	Green	Branch Avenue	87	93	**108**	**103**	100	85
Mt. Vernon Sq		Greenbelt	73	74	80	80	85	54
Foggy Bottom-GWU	Silver	Wiehle-Reston	81	68	69	71	66	71
L'Enfant Plaza		Largo Town Center	58	56	60	55	47	52

KPI: METROBUS ON-TIME PERFORMANCE [PILOT KPI]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2019	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

*Beginning in July 2018, Metro is piloting a new calculation for Bus OTP; the new calculation introduces a headway-based measure for routes 70, 79, X2, 90, 92, 16Y, and Metroway and modifies the schedule-based OTP to include all timepoints [previously excluded all last timepoints]

KPI: METROBUS ON-TIME PERFORMANCE BY TIME PERIOD

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Early (4AM-6AM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
AM Peak (6AM-9AM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Mid Day (9AM-3PM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PM Peak (3PM-7PM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Early Night (7PM-11PM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Late Night (11PM-4AM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

KPI: METROBUS ON-TIME PERFORMANCE BY SERVICE TYPE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Schedule Service	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Headway Service	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

KPI: METROBUS ON-TIME PERFORMANCE BY HEADWAY ROUTE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
70	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
79	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
X2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
90,92	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Metroway	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16Y	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

continued

KPI: METROBUS SERVICE DELIVERED [PILOT KPI]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2019	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

KPI: METROBUS SERVICE DELIVERED BY TIME PERIOD

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Early (4AM-6AM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
AM Peak (6AM-9AM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Mid Day (9AM-3PM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PM Peak (3PM-7PM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Early Night (7PM-11PM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Late Night (11PM-4AM)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

BUS FLEET RELIABILITY (BUS MEAN DISTANCE BETWEEN FAILURES) [TARGET 8,000 MILES]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	7,540	7,425	8,428	8,378	8,262	8,421	7,962	9,881	9,254	8,499	7,784	8,350	8,283
FY 2018	7,555	7,764	7,571	6,923	7,492	7,776	6,221	6,164	7,485	6,124	6,209	6,515	6,925
FY 2019	6,192	5,961	5,806	6,644	6,670	6,806	6,422	6,661	6,796	6,622	5,680	6,111	6,335

BUS FLEET RELIABILITY (BUS MEAN DISTANCE BETWEEN FAILURE BY FLEET TYPE)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
CNG 29% of Fleet Average Age 6.8	7,425	7,965	6,918	6,929	7,190	7,443	8,401	7,861	9,474	9,155	9,224	8,828	7,961
Hybrid 61% of Fleet Average Age 6.7	5,909	6,136	6,430	7,188	7,317	7,933	6,652	6,655	6,690	6,643	5,612	5,910	6,517
Clean Diesel 9% of Fleet Average Age 10.5	4,755	2,819	2,420	3,773	3,251	3,599	3,417	4,734	3,854	3,632	2,764	4,022	3,442
Diesel 1% of Fleet Average Age 19.0	3,900	1,644	7,722	4,194	1,658	1,026	1,754	2,488	2,671	1,711	1,371	1,616	1,764

continued

BUS LOADING - Q4/FY 2019 TOP 10 ROUTES BY JURISDICTION

Jurisdiction	Line Name	Route Name	Time Period	Highest Passenger Load	Max Load Factor
DC	16th Street	S1	AM Peak	66	1.7
	Mount Pleasant	43	AM Peak	63	1.6
	Mount Pleasant	43	PM Peak	62	1.6
	14th Street	54	Midday	60	1.5
	14th Street	54	PM Peak	60	1.5
	Benning Road - H Street Limited	X9	AM Peak	61	1.5
	Benning Road - H Street Limited	X9	PM Peak	60	1.5
	Georgia Avenue Limited	79	PM Peak	58	1.5
	Takoma - Petworth	63	PM Peak	57	1.5
	16th Street	S1	Midday	57	1.5
MD	Riggs Road	R1	AM Peak	59	1.5
	Riggs Road	R1	PM Peak	64	1.4
	New Hampshire Ave - Maryland Limited	K6	Midday	54	1.4
	Georgia Ave - Maryland	Y7	Midday	53	1.3
	Connecticut Ave - Maryland	L8	AM Peak	52	1.3
	New Hampshire Ave - Maryland Limited	K6	AM Peak	53	1.3
	Calverton - Westfarm	Z6	Midday	52	1.3
	New Carrollton - Silver Spring	F4	PM Peak	53	1.3
	New Hampshire Ave - Maryland Limited	K6	PM Peak	52	1.3
	Georgia Ave - Maryland	Y8	Midday	51	1.3
VA	Columbia Pike - Farragut Square	16Y	AM Peak	69	1.7
	Mt Vernon Express	11Y	AM Peak	67	1.7
	Columbia Pike - Farragut Square	16Y	PM Peak	67	1.6
	Mt Vernon Express	11Y	PM Peak	63	1.6
	Lincolnia - Pentagon	7W	AM Peak	62	1.5
	Lincolnia - North Fairlington	7Y	AM Peak	61	1.5
	Columbia Pike - Farragut Square	16Y	Midday	61	1.5
	Lincolnia - North Fairlington	7Y	PM Peak	60	1.5
	Lee Highway - Farragut Square	3Y	PM Peak	60	1.5
	Burke Centre	18P	AM Peak	57	1.5

Performance Threshold	Max Load Factor
Below Threshold	< 0.3
Standards Compliant	0.3 - 0.5
Occasional Crowding	0.6 - 0.7
Recurring Crowding	0.8 - 0.9
Regular Crowding	1.0 - 1.3
Continuous Crowding	> 1.3

Highest passenger load = the average of all the highest max loads recorded by route, trip and time period

Passenger Loads:

40' Bus (standard size) accommodates 40 sitting and 69 with standing

60' Bus (articulated) accommodates 61 sitting and 112 with standing

* Route has articulated buses, allowing for passenger load above 100

Load Factor = highest passenger load divided by actual bus seats used

KPI: METROACCESS ON-TIME PERFORMANCE [TARGET 92%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	92%	91%	84%	83%	84%	87%	88%	87%	85%	88%	87%	92%	87%
FY 2018	89%	91%	90%	93%	93%	94%	94%	92%	93%	92%	93%	92%	92%
FY 2019	92%	92%	92%	92%	90%	91%	90%	89%	89%	89%	86%	88%	90%

ESCALATOR SYSTEM AVAILABILITY [TARGET 92%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	93%	92%	93%	94%	94%	94%	95%	95%	96%	96%	96%	95%	94%
FY 2018	95%	94%	95%	94%	94%	94%	93%	93%	93%	93%	91%	93%	94%
FY 2019	93%	93%	92%	92%	94%	94%	94%	94%	94%	95%	94%	95%	94%

ELEVATOR SYSTEM AVAILABILITY [TARGET 97%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	96%	97%	97%	97%	97%	97%	96%	97%	97%	97%	98%	97%	97%
FY 2018	97%	97%	97%	97%	97%	98%	97%	97%	97%	96%	96%	96%	97%
FY 2019	95%	96%	95%	97%	96%	97%	96%	96%	97%	97%	97%	97%	96%

KPI: METRORAIL CUSTOMER SATISFACTION RATING

	Q1	Q2	Q3	Q4	FYTD
FY 2017	66%	66%	69%	72%	72%
FY 2018	74%	73%	76%	79%	79%
FY 2019	75%	73%	80%	76%	76%

KPI: METROBUS CUSTOMER SATISFACTION RATING

	Q1	Q2	Q3	Q4	FYTD
FY 2017	78%	79%	74%	76%	76%
FY 2018	76%	72%	75%	80%	80%
FY 2019	71%	77%	75%	76%	76%

RED SIGNAL OVERRUNS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4	2	1	1	1	1	2	1	1	1	0	0	15
FY 2018	0	0	1	0	1	1	1	1	2	1	1	1	10
FY 2019	0	0	1	0	0	1	0	0	3	0	3	2	10

FIRE INCIDENTS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5	15	9	8	3	8	7	5	7	15	6	10	98
Non-Electrical	3	9	6	3	1	4	3	2	1	4	2	3	41
Cable	0	0	1	0	0	0	0	0	1	0	0	0	2
Arcing Event	2	6	2	5	2	2	4	3	5	11	4	7	53
Train Component	0	0	0	0	0	2	0	0	0	0	0	0	2
FY 2018	15	8	9	7	3	9	8	2	1	3	13	5	83
Non-Electrical	4	2	4	3	3	7	3	0	1	2	5	2	36
Cable	1	1	0	2	0	0	1	0	0	0	0	0	5
Arcing Event	9	5	5	2	0	0	4	2	0	1	8	3	39
Train Component	1	0	0	0	0	2	0	0	0	0	0	0	3
FY 2019	10	11	5	3	5	2	3	5	7	7	4	9	71
Non-Electrical	4	1	1	2	4	2	3	3	3	4	3	4	34
Cable	0	3	0	0	0	0	0	0	0	0	0	0	3
Arcing Event	6	6	4	1	1	0	0	2	4	3	1	5	33
Train Component	0	1	0	0	0	0	0	0	0	0	0	0	1

RAIL COLLISIONS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1	1	1	2	3	0	2	0	3	1	1	2	17
FY 2018	1	1	1	0	0	1	1	1	2	1	1	2	12
FY 2019	2	3	0	0	1	0	0	2	2	1	1	0	12

continued

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4	0	3	2	2	0	1	1	0	1	2	0	16
Trains Carrying Customers	1	0	0	0	0	0	0	0	0	0	0	0	1
Trains with No Customers	2	0	1	0	0	0	0	0	0	1	0	0	4
Roadway Maintenance Machines	1	0	2	2	2	0	1	1	0	0	2	0	11
FY 2018	2	1	2	0	0	1	2	1	2	1	1	0	13
Trains Carrying Customers	0	0	0	0	0	0	1	0	0	0	0	0	1
Trains with No Customers	0	0	0	0	0	0	1	0	0	0	0	0	1
Roadway Maintenance Machines	2	1	2	0	0	1	0	1	2	1	1	0	11
FY 2019	0	1	0	0	1	0	0	0	0	0	1	0	3
Trains Carrying Customers	0	0	0	0	0	0	0	0	0	0	0	0	0
Trains with No Customers	0	0	0	0	0	0	0	0	0	0	0	0	0
Roadway Maintenance Machines	0	1	0	0	1	0	0	0	0	0	1	0	3

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	52.9	59.7	60.2	68.4	56.5	61.4	53.2	53.7	59.6	57.9	58.3	55.9	58.2
Non-Preventable	30.4	35.6	35.6	44.7	34.2	39.3	31.2	31.8	37.1	39.0	36.4	37.5	36.1
Preventable	22.5	24.1	24.5	23.8	22.4	22.0	22.1	21.9	22.5	18.9	21.9	18.4	22.1
FY 2018	58.7	65.0	59.6	58.3	62.5	61.1	61.0	61.2	66.2	66.9	71.7	62.7	63.0
Non-Preventable	33.8	36.4	38.4	34.0	37.8	40.1	36.0	38.2	36.1	42.3	49.3	32.1	37.9
Preventable	24.9	28.6	21.2	24.2	24.8	20.9	25.0	23.0	30.0	24.7	22.4	30.6	25.1
FY 2019	68.8	70.0	67.6	70.0	57.7	67.7	64.0	61.3	66.0	72.9	67.4	67.8	66.9
Non-Preventable	35.6	42.6	38.9	36.1	34.3	37.2	34.4	32.2	36.6	43.9	40.8	38.1	37.7
Preventable	33.2	27.3	28.6	33.9	23.4	30.5	29.5	29.2	29.4	29.0	26.6	29.7	29.2

continued

BUS PEDESTRIAN STRIKES [PEDESTRIAN / CYCLIST STRIKES]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1	1	3	3	0	1	1	1	3	2	0	1	17
FY 2018	3	0	0	0	2	2	1	0	2	3	0	1	14
FY 2019	2	4	2	3	2	1	4	3	0	0	1	2	24

CUSTOMER INJURY RATE (PER MILLION PASSENGERS)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1.78	1.79	2.01	1.73	1.73	2.58	2.14	2.59	2.05	1.52	2.19	1.67	1.97
FY 2018	1.57	2.02	2.61	1.87	1.92	2.13	2.91	2.60	2.53	2.01	1.20	1.58	2.06
FY 2019	2.50	1.86	2.86	2.04	1.82	1.98	1.97	2.61	1.85	1.94	1.97	2.55	2.16

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

RAIL CUSTOMER INJURY RATE (PER MILLION PASSENGERS) [TARGET ≤ 1.45]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	0.79	1.13	1.62	1.07	1.36	2.33	1.91	2.05	1.40	1.10	1.61	1.34	1.46
Non-Preventable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Preventable	0.79	1.13	1.62	1.07	1.36	2.33	1.91	2.05	1.40	1.10	1.61	1.34	1.46
FY 2018	1.45	1.24	1.18	0.82	1.50	1.37	2.47	1.90	1.53	1.01	1.09	1.22	1.38
Non-Preventable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Preventable	1.45	1.24	1.18	0.82	1.50	1.37	2.47	1.90	1.53	1.01	1.09	1.22	1.38
FY 2019	2.09	1.19	1.16	1.30	1.32	1.06	1.75	2.05	1.28	1.19	1.18	1.09	1.38
Non-Preventable	0.00	0.00	0.00	0.00	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01
Preventable	2.09	1.19	1.16	1.30	1.25	1.06	1.75	2.05	1.28	1.19	1.18	1.09	1.38

continued

BUS CUSTOMER INJURY RATE (PER MILLION PASSENGERS) [TARGET ≤ 2.45]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	2.28	2.35	2.22	2.22	1.66	2.45	2.11	3.07	2.62	2.10	2.52	1.84	2.28
Non-Preventable	0.85	1.27	1.85	0.74	0..78	0.53	0.32	0.95	1.65	0.50	0.84	0.97	0.95
Preventable	1.42	1.09	0.37	1.48	0.88	1.92	1.80	2.12	0.97	1.60	1.68	0.87	1.33
FY 2018	1.37	2.94	4.36	2.84	2.27	3.04	3.17	2.52	3.49	3.32	1.30	2.14	2.72
Non-Preventable	0.63	1.86	1.42	1.66	0.97	1.87	2.12	0.96	1.69	1.50	0.70	0.53	1.32
Preventable	0.74	1.08	2.94	1.17	1.30	1.17	1.06	1.56	1.80	1.82	0.60	1.60	1.40
FY 2019	2.70	2.35	5.27	2.99	2.19	3.04	1.61	2.92	2.32	2.72	3.11	4.52	2.99
Non-Preventable	0.54	0.78	2.86	0.50	0.00	1.46	0.49	0.00	0.77	1.30	0.62	2.48	0.99
Preventable	2.16	1.57	2.42	2.49	2.19	1.58	1.11	2.92	1.55	1.41	2.49	2.05	2.00

METROACCESS CUSTOMER INJURY RATE (PER 100,000 PASSENGERS) [TARGET ≤ 2.85]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5.26	1.90	2.00	2.49	3.09	2.60	2.15	1.61	2.49	0.52	2.88	1.95	2.41
Non-Preventable	2.11	0.95	1.00	1.49	1.03	1.04	1.08	0.54	0.50	0.52	1.44	0.98	1.06
Preventable	3.16	0.95	1.00	0.99	2.06	1.56	1.08	1.07	1.99	0.00	1.44	0.98	1.35
FY 2018	2.14	1.46	2.09	3.39	1.55	1.07	2.18	5.48	3.62	1.99	0.48	0.51	2.14
Non-Preventable	1.61	0.97	2.09	1.45	1.55	0.00	0.54	4.38	1.55	1.49	0.48	0.00	1.33
Preventable	0.54	0.49	0.00	1.94	0.00	1.07	1.63	1.10	2.07	0.50	0.00	0.51	0.81
FY 2019	2.54	2.36	1.06	1.39	2.10	1.66	3.38	2.84	2.45	2.94	0.96	2.57	2.17
Non-Preventable	2.54	2.36	1.06	0.46	2.10	1.66	2.82	1.70	1.96	1.47	0.48	1.54	1.66
Preventable	0.00	0.00	0.00	0.93	0.00	0.00	0.56	1.14	0.49	1.47	0.48	1.03	0.51

continued

EMPLOYEE INJURY RATE (PER 200,000 HOURS WORKED)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5.9	5.3	6.0	5.7	4.1	6.5	4.6	4.1	7.9	7.1	6.4	6.6	5.9
FY 2018	7.2	6.1	7.7	8.1	6.5	5.5	7.6	7.0	7.2	6.6	7.5	8.0	7.1
FY 2019	5.8	5.6	6.5	6.8	5.2	8.1	5.9	7.1	5.5	5.4	5.5	5.6	6.1

RAIL EMPLOYEE INJURY RATE (PER 200,000 HOURS WORKED) [TARGET ≤ 4.0]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5.5	4.8	3.8	3.8	2.9	3.9	3.6	2.8	5.7	3.1	3.7	3.4	3.9
Non-Preventable	0.6	1.3	0.4	0.8	0.6	0.4	0.2	0.2	0.5	0.0	1.2	1.2	0.6
Preventable	4.9	3.5	3.4	3.1	2.3	3.5	3.4	2.6	5.1	3.1	2.5	2.2	3.3
FY 2018	5.7	3.9	3.7	4.9	2.6	3.6	5.4	3.1	3.9	4.3	3.9	4.0	4.1
Non-Preventable	2.0	0.8	1.3	0.8	0.2	1.5	1.8	1.1	0.4	0.8	0.2	1.3	1.0
Preventable	3.7	3.1	2.4	4.1	2.4	2.1	3.6	2.0	3.5	3.5	3.7	2.7	3.1
FY 2019	4.9	3.1	4.0	2.3	2.9	4.5	3.1	4.9	3.7	2.2	3.7	1.4	3.4
Non-Preventable	1.0	0.8	1.1	0.8	0.8	1.3	0.6	0.4	1.4	0.4	0.8	0.2	0.8
Preventable	3.9	2.3	3.0	1.6	2.1	3.2	2.5	4.5	2.4	1.8	2.9	1.2	2.6

BUS EMPLOYEE INJURY RATE (PER 200,000 HOURS WORKED) [TARGET ≤ 9.4]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	7.0	8.3	9.0	11.5	7.0	10.7	6.9	6.7	12.2	14.4	10.9	12.7	9.8
Non-Preventable	4.3	4.9	5.7	6.1	5.2	4.6	4.4	4.0	6.4	9.3	5.6	6.7	5.6
Preventable	2.7	3.5	3.3	5.5	1.8	6.1	2.5	2.7	5.8	5.1	5.3	6.0	4.2
FY 2018	11.0	10.2	14.0	14.0	13.8	7.3	11.7	12.2	14.0	12.3	11.0	14.7	12.3
Non-Preventable	6.5	5.7	7.5	7.5	6.4	5.1	6.5	8.1	5.7	7.2	6.6	8.7	6.8
Preventable	4.5	4.5	6.5	6.5	7.4	3.2	5.2	4.1	8.4	5.0	4.5	6.1	5.5
FY 2019	8.2	10.0	10.4	16.1	9.8	14.2	11.0	11.2	7.8	11.2	9.3	11.9	10.9
Non-Preventable	5.5	4.3	7.5	9.2	4.4	8.5	4.3	5.8	4.4	6.5	4.8	6.9	6.0
Preventable	2.7	5.7	2.9	6.9	5.4	5.7	6.7	5.4	3.4	5.0	4.5	5.0	5.0

continued

KPI: PART I CRIME RATE [PER MILLION PASSENGERS]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	6.3	6.2	5.4	4.9	4.5	4.9	4.5	3.8	3.5	4.2	4.6	4.5	4.8
FY 2018	4.3	4.8	5.0	4.0	3.8	3.7	3.5	2.4	3.6	4.5	3.7	4.3	4.0
FY 2019	3.3	4.2	3.7	3.6	3.8	3.8	4.3	3.2	3.0	3.4	3.8	5.2	3.8

KPI: PART I CRIMES [TARGET ≤ 1,650 PART I CRIMES]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	160	163	140	126	107	111	110	87	92	107	120	119	1,442
FY 2018	113	127	126	107	90	79	79	52	90	116	97	114	1,190
FY 2019	89	110	90	99	89	83	95	71	77	92	104	137	1,136

PART I CRIMES BY TYPE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Property Crime	63	77	58	68	50	51	54	41	46	57	65	87	717
Larceny (Snatch/Pickpocket)	15	19	12	10	19	21	15	15	21	26	34	38	245
Larceny (Other)	48	50	43	52	24	29	33	22	25	29	31	47	433
Burglary	0	0	1	1	0	0	0	1	0	0	0	0	3
Motor Vehicle Theft	0	7	1	3	2	1	1	1	0	1	0	2	19
Attempted M V Theft	0	1	1	1	3	0	3	2	0	0	0	0	11
Arson	0	0	0	1	2	0	2	0	0	1	0	0	6
Violent Crime	26	33	32	31	39	32	41	30	31	35	39	50	419
Aggravated Assault	7	10	10	7	13	8	12	11	8	6	12	15	119
Rape	0	0	1	0	1	0	1	0	0	0	0	1	4
Robbery	19	23	21	24	25	24	28	19	23	29	27	34	296
FY 2019 Part1 Crimes	89	110	90	99	89	83	95	71	77	92	104	137	1,136
FY 2019 Homicides	1	0	0	0	0	0	0	0	0	1	0	0	2

* Homicides that occur on WMATA property are investigated by other law enforcement agencies. These cases are shown for public information; however, the cases are reported by the outside agency and are not included in MTPD crime statistics.

continued

KPI: RIDERSHIP BY MODE [BUDGET FORECAST 302.7 MILLION]

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Rail	Forecast	15,903,800	14,932,500	14,767,800	15,279,400	13,059,500	12,946,700	13,042,000	12,730,000	15,019,300	15,556,900	14,741,800	15,452,800	173,432,600
Rail	Actual	15,773,079	14,280,028	13,787,738	16,212,860	13,593,699	12,268,426	12,539,782	12,661,125	15,614,840	16,864,474	16,056,949	15,576,658	175,229,658
Bus	Forecast	11,065,400	11,002,000	11,002,000	11,255,700	10,342,100	9,910,700	9,847,200	9,669,600	10,481,700	10,796,600	10,481,700	10,862,400	126,897,000
Bus	Actual: Farebox	9,249,939	10,194,578	9,101,318	10,030,755	8,690,980	8,220,704	8,093,550	7,867,230	9,032,931	9,206,480	9,639,601	9,287,038	108,615,104
Bus	Actual: APC	10,609,856	11,516,149	10,444,123	11,373,010	9,819,756	9,635,095	9,413,549	9,060,201	10,212,163	10,374,804	11,385,490	10,419,558	124,263,754
Access	Forecast	202,500	206,100	203,200	213,200	193,600	197,000	178,600	184,300	204,200	209,400	209,600	211,200	2,412,700
Access	Actual	196,666	212,050	188,964	215,654	190,276	181,256	177,581	175,966	203,794	203,979	207,369	194,487	2,348,042
Total	Forecast	27,171,600	26,140,600	25,972,900	26,748,200	23,595,200	22,054,300	23,067,900	22,583,800	25,705,100	26,742,900	25,433,100	26,526,400	302,742,200
Total	Actual: Farebox	25,219,684	24,686,656	23,078,020	26,459,269	22,474,955	20,670,386	20,810,913	20,704,321	24,851,565	26,274,933	25,903,619	25,058,183	286,192,504
Total	Actual: APC	26,579,601	26,008,227	24,420,825	27,801,524	23,603,731	22,084,777	22,130,912	21,897,292	26,030,797	27,443,257	27,649,508	26,190,703	301,841,154

Note: Metro is transitioning to using automatic passenger counter (APC) ridership as the source of official Metrobus ridership totals. In FY2018, the FTA approved the use of the APC method that is considered a more accurate count. The FY2019 Approved Budget ridership figures are adjusted to account for this change. Prior year figures are actual APC counts collected during the transition.

continued

VACANCY RATE [TARGET 6%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	6%	7%	7%
FY 2018	7%	7%	7%	6%	7%	7%	6%	6%	7%	7%	7%	7%	7%
FY 2019	7%	7%	6%	5%	5%	5%	5%	5%	6%	6%	6%	6%	6%

OPERATIONS CRITICAL VACANCY RATE [TARGET 9%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	10%	10%	10%	8%	8%	8%	7%	7%	7%	8%	8%	11%	11%
FY 2018	13%	12%	13%	12%	12%	12%	11%	11%	11%	10%	10%	11%	11%
FY 2019	10%	9%	9%	9%	8%	8%	8%	9%	9%	10%	9%	9%	9%

WATER USAGE (GALLONS PER VEHICLE MILE) [TARGET 0.82]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1.37	1.29	1.56	1.05	0.61	0.50	0.69	0.52	0.64	0.66	0.67	1.13	0.89
FY 2018	1.25	1.39	1.40	1.29	0.65	0.67	0.55	0.62	0.56	0.68	0.83	1.22	0.93
FY 2019	1.34	1.22	1.50	0.86	0.51	0.59	0.36	0.43	0.67	0.41	0.64	1.24	0.81

ENERGY USAGE (BTU/VEHICLE MILE) [TARGET 38,290]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	42,404	39,734	44,477	37,665	38,352	40,112	45,493	42,813	39,927	40,877	36,782	41,244	40,776
FY 2018	41,548	38,877	40,219	35,308	38,773	40,066	44,078	42,060	36,393	37,798	37,508	40,594	39,372
FY 2019	39,448	42,631	40,890	37,032	42,824	38,599	43,839	45,647	37,366	38,696	37,259	38,859	40,152

GREENHOUSE GAS EMISSIONS PER VEHICLE MILE [TARGET 4.00]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4.11	3.80	4.34	3.63	3.66	3.81	4.54	4.34	3.95	4.22	3.77	4.29	4.15
FY 2018	4.34	4.03	4.22	3.78	4.08	4.02	4.65	4.19	3.68	3.93	3.87	4.31	4.08
FY 2019	4.16	4.40	4.35	3.81	4.43	4.01	4.31	4.35	3.80	3.94	3.85	4.00	4.12

Definitions

KPI	How is it measured?	What does this mean and why is it key to our strategy?
QUALITY SERVICE		
Metrorail Customer On-Time Performance	Percentage of customer journeys completed on time Number of journeys completed on time ÷ Total number of journeys	Rail Customer On-Time Performance (OTP) communicates the reliability of rail service, which is a key driver of customer satisfaction. OTP measures the percentage of customers who complete their journey within the maximum amount of time it should take per WMATA service standards. The maximum time is equal to the train run-time + a headway (scheduled train frequency) + several minutes to walk between the fare gates and platform. These standards vary by line, time of day, and day of the week. Actual journey time is calculated from the time a customer taps a SmarTrip® card to enter the system, to the time when the SmarTrip® card is tapped to exit. Factors that can effect OTP include: railcar availability, fare gate availability, elevator and escalator availability, infrastructure conditions, speed restrictions, single-tracking around scheduled track work, railcar delays (e.g., doors), or delays caused by sick passengers.
Rail Infrastructure Availability	Percentage of track available for customer travel during operating hours	Rail Infrastructure Availability is a key driver of customer on-time performance. Planned and unplanned maintenance of track, signaling, and traction power can result in single-tracking and/or speed restrictions that slow customer travel throughout the system. This measure includes both the duration and distance of restrictions. Single-tracking events reduce availability to zero for the portion of track impacted. Slow speed restrictions reduce availability of affected track segments by 85%, while medium restrictions reduce availability by 40%.
FTA Reportable Speed Restrictions (Federal Transit Administration Transit Asset Management Performance Measure)	Percentage of track segments with performance restrictions at 9:00 AM the first Wednesday of every month Number of track miles with performance restrictions ÷ 234 total miles	In 2016, the Federal Transit Administration (FTA) issued its Final Rule on Transit Asset Management, which requires transit properties to set targets and report performance on a variety of measures, including guideway condition. Guideway includes track, signals and systems. A performance restriction occurs when there is a speed restriction: the maximum train speed is set below the guideway design speed. Performance restrictions may result from a variety of causes, including defects, signaling issues, construction zones, and maintenance causes. FTA considers performance restrictions to be a proxy for both track condition and the underlying guideway condition.
Train On-Time Performance	Number of station stops delivered within the scheduled headway plus 2 minutes during rush (AM/PM) service ÷ Total station stops delivered Number of station stops delivered up to 150% of the scheduled headway during non-rush (midday and evening) ÷ Total station stops delivered	Train on-time performance measures the adherence to weekday headways, or the time customers wait between trains. Factors that can effect on-time performance include: infrastructure conditions, missed dispatches, railcar delays (e.g., doors), or delays caused by sick passengers. Station stops are tracked system-wide, with the exception of terminal and turn-back stations.

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Rail Fleet Reliability	**Mean Distance Between Delays (MDBD)** Total railcar revenue miles ÷ Number of failures during revenue service resulting in delays of four or more minutes **Mean Distance Between Failure (MDBF)** Total railcar revenue miles ÷ Total number of failures occurring during revenue service	The number of miles traveled before a railcar experiences a failure. Some car failures result in inconvenience or discomfort, but do not always result in a delay of service (such as hot cars). Mean Distance Between Delay includes those failures that had an impact on customer on-time performance. Mean Distance Between Failure and Mean Distance Between Delay communicate the effectiveness of Metro's railcar maintenance and engineering program. Factors that influence railcar reliability are the age and design of the railcars, the amount the railcars are used, the frequency and quality of preventive maintenance, and the interaction between railcars and the track.
Trains in Service	**Percentage of required trains that are in service at 8:15 AM and 5:00PM** Number of Trains in service ÷ Total required trains	Trains in Service is a key driver of customer on-time performance and supports the ability to meet the Board standard for crowding. WMATA's base rail schedule requires 140 trains during rush periods. Fewer trains than required results in missed dispatches, which leads to longer wait times for customers and more crowded conditions. Key drivers of train availability include the size of the total fleet and the number of "spares", railcar reliability and average time to repair, operator availability, and balancing cars across rail yards to ensure that the right cars are in the right place at the right time.
Railcar Offloads	Number of railcar offloads that were a result of a railcar malfunction	Railcar Offloads are a key driver of customer on-time performance and communicates the impact of Metro's railcar maintenance and engineering program on custom. Factors that infuence railcar offloads are the age and design of the railcars, the amount the railcars are used, the frequency and quality of preventive maintenance, and the interaction between railcars and the track.
Rail Loading	**Number of rail passengers per car** Total passengers observed on-board trains passing through a station during a rush hour ÷ Actual number of cars passing through the same station during the rush hour Trained Metro observers are strategically placed around the system during its busiest times to monitor and report on crowding. 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 AM to 10 AM and from 3 PM to 7 PM). In order to represent an average day, counts are normalized with rush ridership.	The Board of Directors has established Board standards of rail passengers per car to measure railcar crowding. Car crowding informs decision making regarding asset investments and scheduling. Additional Board standards have been set for: ▲ Hours of service—the Metrorail system is open to service customers ▲ Headway—scheduled time interval between trains during normal weekday service

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Metrobus On-Time Performance	Percentage of bus service delivered on-time Schedule-based routes = Number of time points delivered on time based on a window of 2 minutes early and 7 minutes late ÷ Total number of time points delivered Headway-based routes = Number of time points delivered within the scheduled headway + 3 minutes ÷ Total number of time points delivered	Bus on-time performance (OTP) communicates the reliability of bus service, which is a key driver of customer satisfaction and ridership. ▶ For schedule-based routes, OTP measures adherence to the published route schedule for delivered service. ▶ For headway-based routes, OTP measures the adherence to headways, or the time customers wait between buses. Headway-based routes include routes 70, 79, X2, 90, 92, 16Y, and Metroway. Factors that can effect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by passengers.
Bus Fleet Reliability	Mean Distance Between Failures (MDBF) The number of total miles traveled before a mechanical breakdown requiring the bus to be removed from service or deviate from the schedule	Mean Distance Between Failures 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 include vehicle age, quality of maintenance program, original vehicle quality, and road conditions affected by inclement weather and road construction.
Bus Service Delivered	Percentage of scheduled bus service delivered Number of delivered time points ÷ Total number of scheduled time points (by route)	Bus service delivered is a key driver of bus on-time performance and supports the ability to meet the published route schedule and headways. When a trip is missed due to bus reliability, operator availability, or a collision and service is not delivered to customers, this leads to longer wait times for customers and more crowded conditions.
Bus Loading	Ratio of bus seats filled Top load recorded on a route during a time period ÷ actual bus seat capacity	Bus loading is a factor of bus customer satisfaction. This measure can inform decision making regarding bus service plans.
MetroAccess On-Time Performance	Adherence to Schedule Number of vehicle arrivals at the pick-up location within the 30 minute on-time widow ÷ Total trips delivered	This indicator illustrates how closely MetroAccess adheres to customer pick-up windows on a system-wide basis. Factors that effect 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 the customer.
Elevator and Escalator Availability	In-service percentage Hours in service ÷ Operating hours Hours in service = Operating hours – Hours out of service Operating hours = Operating hours per unit × number of units	Escalator/elevator availability is a key component of customer satisfaction with Metrorail service. This measure communicates system-wide escalator and elevator performance (at all stations over the course of the day) and will vary from an individual customer's experience. Availability is the percentage of time that Metrorail escalators or elevators in stations and parking garages are in service during operating hours. Customers access Metrorail stations via escalators to the train platform, while elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, and travelers carrying luggage. An out-of-service escalator requires walking up or down a stopped escalator, which can add to travel time and may make stations inaccessible to some customers. When an elevator is out of service, Metro is required to provide alternative services which may include shuttle bus service to another station.

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Customer Satisfaction	Survey respondent rating Number of survey respondents with high satisfaction ÷ Total number of survey respondents	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. 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).

SAFETY AND SECURITY		
Customer Injury Rate	Customer injury rate: Number of injuries ÷ (Number of passengers ÷ 1,000,000)	The customer injury rate is based on National Transit Database (NTD) Reporting criteria. It includes injury to any customer caused by some aspect of Metro's operation that requires immediate medical attention away from the scene of the injury. 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.
Employee Injury Rate	Employee injury rate: Number of injuries ÷ (Total work hours ÷ 200,000)	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. OSHA recordable injuries are a key indicator of how safe employees are in the workplace.
Crime	Reported Part I Crimes	Part I crimes reported to Metro Transit Police Department for Metrobus (on buses), Metrorail (on trains and in rail stations), or at Metro-owned parking lots in relation to Metro's monthly passenger trips. This measure provides an indicator 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.

KPI	How is it measured?	What does this mean and why is it key to our strategy?

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Ridership	Total Metro ridership Metrorail passenger trips + Metrobus passenger boardings + MetroAccess passenger trips	Ridership is a measure of total service consumed and an indicator of value to the region. Drivers of this indicator include service quality and accessibility. Passenger trips are defined as follows: ▲ Metrorail reports passenger trips. A passenger trip is counted when a customer enters through faregate. In an example where a customer transfers between two trains to complete their travel one trip is counted. ▲ Metrobus reports passenger boardings. A passenger boarding is counted via the onboard Automatic Passenger Counter (APC) when a customer boards a Metrobus. In an example where a customer transfers between two Metrobuses to complete their travel two trips are counted. ▲ MetroAccess reports passenger trips. A fare paying passenger traveling from an origin to a destination is counted as one passenger trip. *For performance measures and target setting, Metro uses total ridership numbers including passengers on bus shuttles to more fully reflect total passengers served. Metro does not include bus shuttle passenger trips in its budget or published ridership forecasts.
Vacancy Rate	Percentage of budgeted positions that are vacant (Number of budgeted positions – number of employees in budgeted positions) ÷ number of budgeted positions	This measure indicates how well Metro is managing its human capital strategy to recruit new employees in a timely manner, in particular operations-critical positions. Factors influencing vacancy rate can include: recruitment activities, training schedules, availability of talent, promotions, retirements, among other factors.
Water Usage	Rate of gallons of water consumed per vehicle mile Total gallons of water consumed ÷ Total vehicle miles	This measure reflects the level of water consumption Metro uses to run its operations. Water consumption is a key area of Metro's Sustainability Initiative, which brings focus to Metro's efforts to provide stewardship of the environmental systems that support the region.
Energy Usage	Rate of British Thermal Units (BTUs) consumed per vehicle mile MBTU(Gasoline + Natural Gas + Compressed Natural Gas + Traction Electricity + Facility Electricity) × 1000 ÷ Total vehicles miles	This measure reflects the level of various types of energy Metro uses to power its operations. Energy consumption is a key area of Metro's Sustainability Initiative, which brings focus to Metro's efforts to provide stewardship of the environmental systems that support the region.
Greenhouse Gas Emissions	**Rate of metric tons of CO_2 emitted per vehicle mile** **(CO_2 metric tons generated from gas, CNG and diesel used by Metro revenue and non-revenue vehicles + CO_2 metric tons generated from electricity and natural gas used by facilities and rail services) ÷ Total vehicle miles**	Greenhouse Gas emissions reflect how Metro sources its energy used to power its operations, as well as the amount of energy it uses. Reducing Greenhouse Gas emissions is a key area of Metro's Sustainability Initiative, which brings focus to Metro's efforts to provide stewardship of the environmental systems that support the region.