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Performance Data (cont.)

January 2011

KPI: Crime Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. thru Oct.
FY 2010 Metrobus	1.06	0.80	1.24	0.88	1.37	0.89	0.52	0.23	0.74	1.23	1.46	0.96	1.00
FY 2011 Metrobus	0.86	0.66	1.50	1.51									1.13
FY 2010 Metrorail	4.29	5.03	5.38	5.43	6.78	5.76	7.59	6.11	4.68	5.06	6.11	5.26	5.03
FY 2011 Metrorail	6.19	4.91	6.95	4.97									5.76
FY 2010 Metro Parking Lots	2.59	2.23	4.32	3.85	6.41	3.63	2.79	2.53	3.05	2.39	4.53	3.94	3.25
FY 2011 Metro Parking Lots	4.06	5.40	2.75	2.17									3.60

Crimes by Type\*\*

	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	June-10	July-10	Aug-10	Sept-10	Oct-10	Avg.
Robbery	104	89	122	81	86	91	89	71	66	58	83	76	85
Larceny	110	59	51	27	69	66	97	111	131	111	91	50	81
Motor Vehicle Theft	12	7	6	5	6	9	13	13	10	18	9	17	10
Attempted Motor Vehicle Theft	7	3	1	1	6	9	9	5	10	6	9	3	6
Aggravated Assault	8	7	10	7	7	9	15	7	14	15	14	14	11
Rape	0	0	2	2	0	0	0	0	1	0	0	0	0
Burglary	0	0	1	0	0	0	1	0	0	0	1	1	0
Homicide	1	0	0	0	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0	0	0	0	-
<b>Total</b>	<b>242</b>	<b>165</b>	<b>193</b>	<b>123</b>	<b>174</b>	<b>184</b>	<b>224</b>	<b>207</b>	<b>232</b>	<b>208</b>	<b>207</b>	<b>161</b>	<b>193</b>

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

KPI: Metro Transit Police Arrests, Citations and Summonses

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. thru Oct.
FY 2010 Arrests	168	164	169	187	160	156	142	100	201	193	193	146	172
FY 2011 Arrests	234	194	178	139									186
FY 2010 Citations/Summonses	770	517	545	575	468	492	543	295	572	559	639	647	602
FY 2011 Citations/Summonses	727	644	650	611									658

Vital Signs Report  
Performance Data (cont.)

January 2011

KPI: Customer Commendation Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Nov.
FY 2010	12.9	10.6	10.2	10.3	9.1	9.2	10.3	9.7	10.7	13.4	11.7	11.0	10.6
FY 2011	11.3	9.0	8.5	10.2	10.0								9.8

KPI: Customer Complaint Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Nov.
FY 2010	147	143	145	130	124	121	119	162	140	124	136	147	138
FY 2011	150	138	129	125	128								134

Metrobus Ridership (millions)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Nov.
FY 2009	12.1	11.7	11.9	12.3	10.2	10.5	10.2	10.2	11.3	11.2	10.9	11.3	11.7
FY 2010	11.8	11.2	11.4	11.3	9.8	9.3	9.6	7.1	11.0	10.8	10.3	10.5	11.1
FY 2011	10.4	10.5	10.5	10.5	10.0								10.4

Metrorail Ridership (millions)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Nov.
FY 2009	21.0	18.5	18.2	19.7	16.1	16.4	18.5	16.6	19.1	20.3	18.4	20.1	18.7
FY 2010	20.5	17.9	17.8	19.0	16.4	16.0	16.5	13.4	20.3	20.8	18.3	20.3	18.3
FY 2011	20.2	18.5	17.8	18.9	16.6								18.4

MetroAccess Ridership (100,000s)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Nov.
FY 2009	1.63	1.62	1.69	1.82	1.57	1.73	1.58	1.72	1.91	1.97	1.90	1.93	1.67
FY 2010	1.98	1.95	1.99	2.08	1.90	1.82	1.91	1.36	2.32	2.22	2.08	2.15	1.98
FY 2011	2.03	2.06	2.03	2.08	1.96								2.03