



METRO SYSTEM PERFORMANCE REPORT

PERFORMANCE INDICATORS AND CUSTOMER SATISFACTION

Customer Service, Operations and Safety Committee

February 16, 2006

PURPOSE

- Review Metro System Performance Results for the Second Quarter of FY06
- Performance Result is done in two ways:
 - Operating Performance: Service Provisions
Safety and Security
Customer Satisfaction
Average Weekday Ridership
- Customer Satisfaction is evaluated by our customers utilizing an ongoing phone surveying methodology

PERFORMANCE INDICATORS - METRORAIL

| RAIL | | FY05 | FY06 | | | | 1st | | | | 2nd |
|----------|---|----------------|----------------|---------|---------|---------|----------------|---------|---------|---------|----------------|
| | | Actual | Goal/Forecast | Jul-05 | Aug | Sep | QTR | Oct | Nov | Dec | QTR |
| 1 | Service Provisions | | | | | | | | | | |
| | On-Time Performance (SRI) | 97.75 | 98.2 | 97.57 | 97.85 | 97.73 | 97.72 | 97.71 | 97.93 | 97.59 | 97.78 |
| | MDBD (Car Maintenance) | 45,323 | 60,000 | 52,347 | 47,181 | 53,982 | 50,963 | 48,110 | 54,666 | 50,922 | 51,061 |
| 2 | Safety and Security | | | | | | | | | | |
| | Part 1 Crimes per Million Passengers (Less Parking Crime) | 1.70 | 1.62 | 1.58 | 1.90 | 1.86 | 1.78 | 1.67 | 1.80 | 1.63 | 1.70 |
| | Part 1 Crimes in Parking Lots per Million Passengers | 5.40 | 3.61 | 3.54 | 3.50 | 5.00 | 3.99 | 5.01 | 3.88 | 1.96 | 3.62 |
| | Metrorail Pass. Injuries per Million Pass. Miles | 0.53 | 0.14 | 0.12 | 0.14 | 0.14 | 0.13 | 0.17 | 0.06 | 0.03 | 0.09 |
| 3 | Customer Satisfaction: Metrorail | | | | | | | | | | |
| | Customer Satisfaction Measurement Survey | 85% | 87% | 90% | 91% | 88% | 90% | 88% | 87% | 88% | 88% |
| | Complaints per 100,000 Passengers (excl Park, ELES) | 3.7 | 3.2 | 3.2 | 3.3 | 3.1 | 3.2 | 2.8 | 2.8 | 2.4 | 2.7 |
| | Parking Complaints per 100,000 Paid Transactions | 13.9 | 12 | 9.4 | 9.5 | 7.1 | 8.7 | 6.9 | 5.1 | 12.2 | 8.0 |
| 4 | Avg Weekday Ridership | 668,002 | 683,798 | 723,061 | 671,986 | 701,558 | 698,868 | 707,885 | 675,778 | 634,046 | 672,570 |

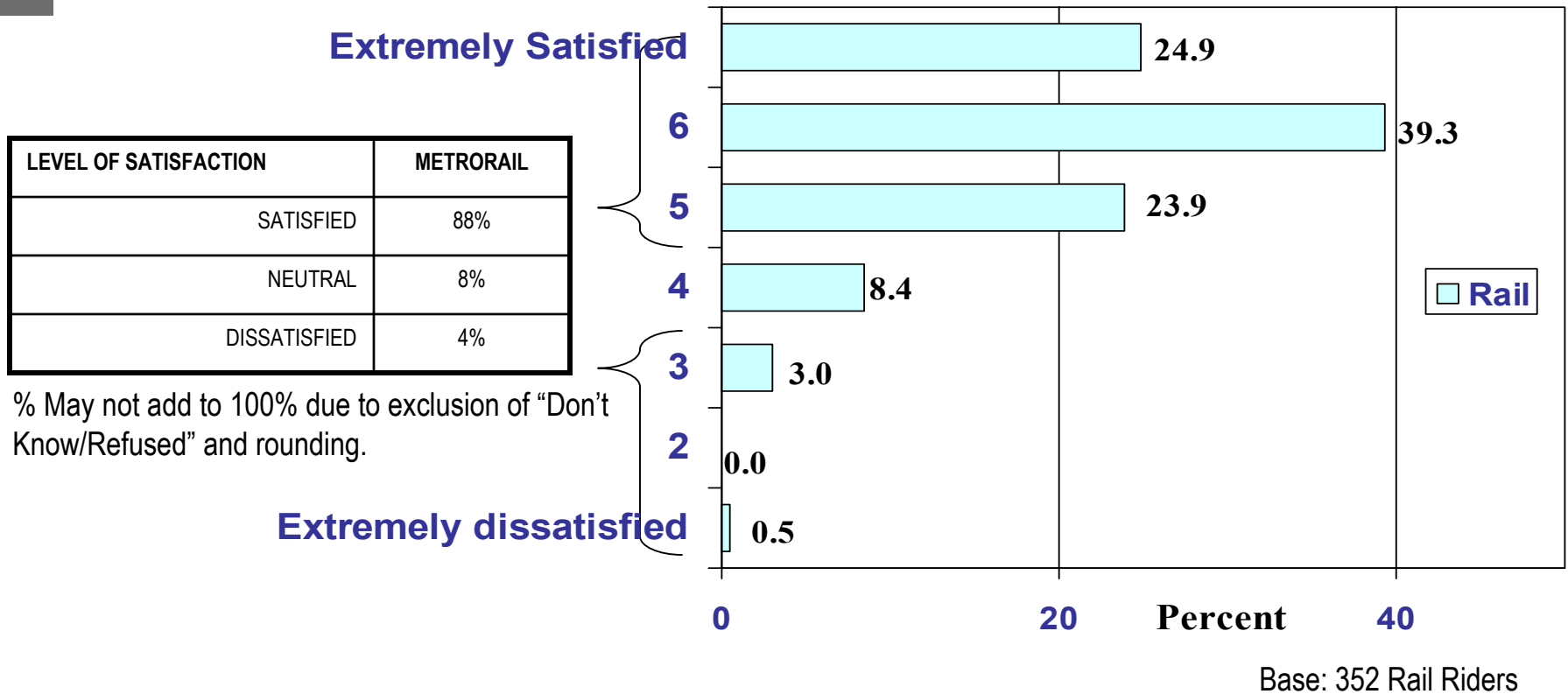
**The Part 1 Crime Goal is to reduce crime by 5% from last year's levels. The goal fluctuates each quarter.

***New FY06 indicator, no FY05 Goal was established

- For the past quarter the performance indicators continue to show improvement
 - The Mean Distance Between Delays continues to trend in the right direction toward goal attainment. The MDBD for the second quarter of FY06 is 33% higher than the same period in FY05. Overall brake subsystem performance of the rail cars was approximately the same as in FY05. Door performance was 22% better and the number of delays due to ATC subsystem was 45% less than this period in FY05
- All Safety and Security indicators continue to trend in the right direction
- Ridership continues to trend upward and from last year

CUSTOMER SATISFACTION - METRORAIL

Q2, FY'06 RESULTS - OVERALL SATISFACTION WITH SERVICE



- Customer satisfaction remains high, with 88% of customers expressing satisfaction in the second quarter of FY06. The satisfaction index scores for service elements remained stable with the exception of "safety" which experience a significant increase

PERFORMANCE INDICATORS - METROBUS

| BUS | | FY05 | FY06 | | | | First | | | | 2nd |
|----------|---|----------------|----------------|---------|---------|---------|----------------|---------|---------|---------|----------------|
| | | Actual | Goal/Forecast | Jul-05 | Aug | Sep | QTR | Oct | Nov | Dec | QTR |
| 1 | Service Provisions | | | | | | | | | | |
| | Mean Distance Between Failures * | 5,464 | 6,000 | 4,273 | 4,518 | 4,712 | 4,505 | 4,311 | 4,996 | 5,430 | 4,870 |
| | Lost Trips per 1k sched trips | 4.38 | 3.95 | 5.10 | 4.77 | 5.00 | 5.00 | 5.29 | 4.32 | 4.38 | 4.66 |
| 2 | Safety and Security | | | | | | | | | | |
| | Part 1 Crimes per Million Passengers | 0.65 | 0.63 | 0.61 | 0.55 | 1.34 | 0.83 | 0.79 | 0.48 | 0.45 | 0.57 |
| | Metrobus Pass. Injuries per Million Pass. Miles | 1.64 | 1.80 | 1.72 | 1.93 | 1.82 | 1.82 | 2.37 | 3.32 | 1.36 | 2.35 |
| 3 | Customer Satisfaction: Metrobus | | | | | | | | | | |
| | Customer Satisfaction Measurement Survey | 80% | 80% | 88% | 84% | 83% | 85% | 81% | 72% | 73% | 75% |
| | Complaints per 100,000 Passengers** | 13.1 | 11 | 13.7 | 13.8 | 11.9 | 13.1 | 13.0 | 11.6 | 10.7 | 11.8 |
| 4 | Avg Weekday Ridership | 432,000 | 436,731 | 430,000 | 426,000 | 469,000 | 441,667 | 456,000 | 449,000 | 403,000 | 436,000 |

Bus Notes: * - Will use On-time performance measure when AVL scheduling interface is complete

** - Goals will need to be re-evaluated once new farebox data is available

- For the past quarter the performance indicators continue to show a positive trend in most categories
 - The Mean Distance Between Failures for the second quarter shows an increase of about 8% over the first quarter. Within the quarter MDBF showed a 26% increase between October and December, reflecting in part the delivery of new buses and the corresponding retirement of the oldest and least reliable buses in the fleet
 - For the first half of the year MDBF did not meet the FY forecast of 6,000. However, with the continued arrival of new buses (a total of 417 new buses will be received by the end of the FY) and completion of other maintenance campaigns, Bus Maintenance projects that MDBF will exceed 6,000 for the remaining months, and that the fiscal year end average will be 5,700
- Customer satisfaction declined in the second quarter, with the reliability index leading the decline. In contrast, the number of complaints dropped 18% between October and December

CUSTOMER SATISFACTION - METROBUS

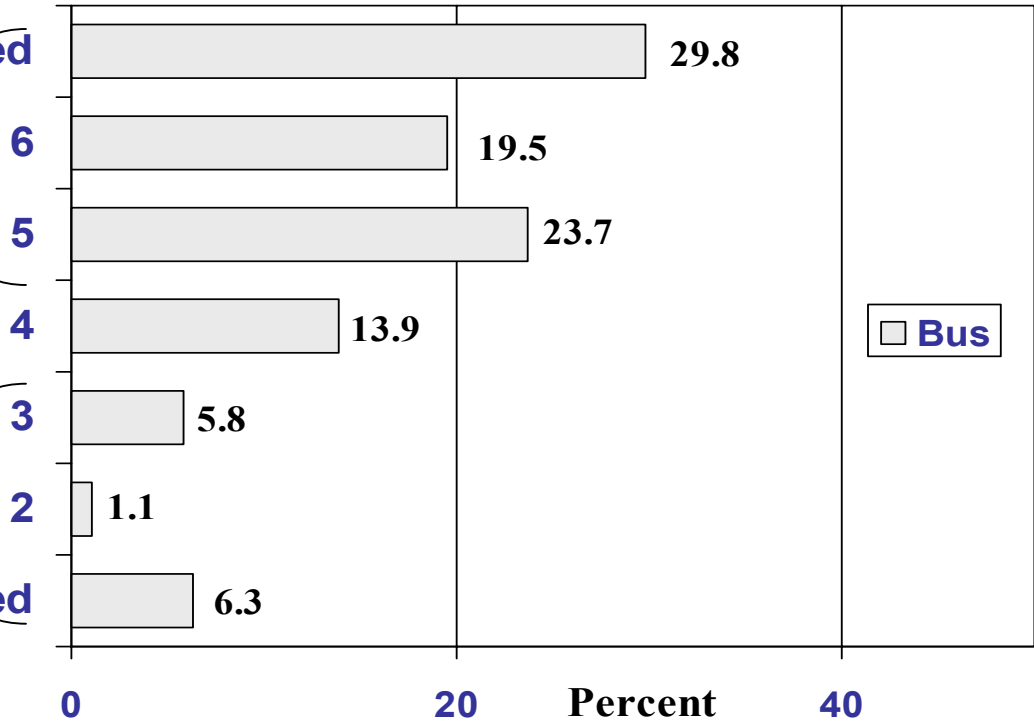
Q2, FY'06 RESULTS - OVERALL SATISFACTION WITH SERVICE

Extremely Satisfied

| LEVEL OF SATISFACTION | METROBUS |
|-----------------------|----------|
| SATISFIED | 73% |
| NEUTRAL | 14% |
| DISSATISFIED | 13% |

% May not add to 100% due to exclusion of "Don't Know/Refused" and rounding.

Extremely dissatisfied



Base: 249 Bus Riders

- The percentage of Metrobus customers that are satisfied with the service dipped from 85% to 73% during the second quarter; however, the index ratings for the service elements do not disclose any specific reasons for this dip

PERFORMANCE INDICATORS - ELES

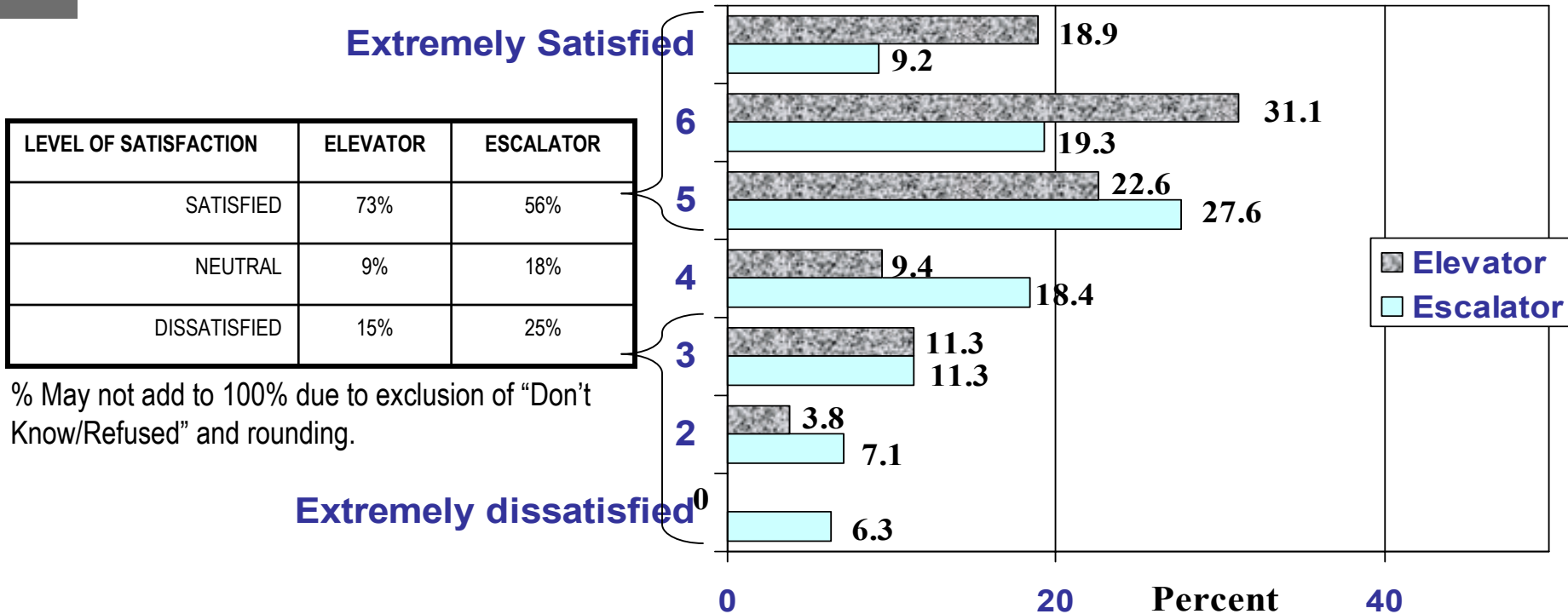
| VERTICAL TRANSPORTATION | | FY05 | FY06 | | | | First | | | | 2nd |
|-------------------------|---|---------------|---------------|--------|--------|--------|---------------|--------|--------|--------|---------------|
| | | Actual | Goal/Forecast | Jul-05 | Aug | Sep | QTR | Oct | Nov | Dec | QTR |
| 1 | Service Provisions | | | | | | | | | | |
| | Escalator Mean Time Between Failures (hours) | 174.97 | 170 | 153.21 | 170.82 | 173.36 | 166.41 | 171.73 | 180.34 | 188.18 | 181.17 |
| | Escalator System Availability | 92.58* | 93.0 | 92.37 | 92.50 | 92.59 | 92.49 | 92.63 | 92.70 | 93.98 | 93.02 |
| | Elevator Mean Time Between Failures (hours) | 612.69 | 600 | 462.73 | 571.64 | 546.34 | 524.43 | 599.51 | 586.55 | 507.76 | 565.71 |
| | Elevator System Availability | 97.01* | 97.50 | 97.20 | 97.08 | 96.99 | 97.10 | 96.20 | 95.95 | 95.80 | 95.99 |
| 2 | Safety: Passenger Injuries per Million Trips | | | | | | | | | | |
| | Escalator & Elevator Passenger Injuries per Million Trips | 1.58 | 2.07 | 1.40 | 1.47 | 1.90 | 1.60 | 1.39 | 0.75 | 0.75 | 0.96 |
| 3 | Customer Satisfaction Measure: ELES | | | | | | | | | | |
| | Escalator | 53% | 58% | 61% | 55% | 63% | 59% | 64% | 50% | 53% | 56% |
| | Elevator | 71% | 73% | 73% | 90% | 79% | 85% | 87% | 59% | 68% | 73% |
| | ELES complaints per 100,000 rail riders | 0.4 | 0.6 | 0.5 | 0.4 | 0.4 | 0.4 | 0.3 | 0.6 | 0.07 | 0.5 |

Vertical Transportation Note: * - Includes Rehabs and PM's

- Escalators: System availability continued an upward trend and exceeded the goal in December. Mean Time Between Failures indicator remains high, exceeding the goal during October, November, and December
- Elevators: System availability and Mean Time Between Failures indicators declined in October, November, and December due to modernizations at Addison Road, Cheverly, and Forest Glen. The decline is also attributed to high failures at Forest Glen and Pentagon
- Customer Satisfaction measures shows some improvement over last year but remains lower than our forecast

CUSTOMER SATISFACTION - ELES

Q2, FY'06 RESULTS – OVERALL SATISFACTION WITH EQUIPMENT



% May not add to 100% due to exclusion of “Don’t Know/Refused” and rounding.

Base: 364 rail users and 86 elevator users

- Customer satisfaction with escalators remains low at 56%. However, perceptions of escalator availability or equipment functioning improved significantly
- Almost three-quarters (73%) of elevator users express satisfaction with the equipment. This is a significant drop from the 85% reported in the first quarter; however, the sample for elevators is small and subject to such wide variations

PERFORMANCE INDICATORS - METROACCESS

At this time, there is no measure of customer satisfaction for MetroAccess. Complaint tracking is used as substitution.

| METROACCESS | | FY05 | FY06 | | | First | | | | 2nd | |
|--------------------|---|--------------|---------------|--------|-------|-------|--------------|-------|-------|-------|--------------|
| | | Actual | Goal/Forecast | Jul-05 | Aug | Sep | QTR | Oct | Nov | Dec | QTR |
| 1 | Service Provisions | | | | | | | | | | |
| | On-time Performance | 91.7 | 93.5 | 89.0 | 89.9 | 88.3 | 89.1 | 89.0 | 88.4 | 87.1 | 88.2 |
| | Percent of Missed/Extremely Late Trips (45 mins beyond the scheduled pick-up time) | 2.6 | 1.5 | 2.3 | 2.2 | 2.4 | 2.3 | 2.5 | 2.9 | 3.5 | 3.0 |
| 2 | Safety: Passenger Injuries per 100,000 trips | 3.3 | 2.9 | 5.4 | 5.8 | 2.6 | 4.6 | 6.0 | 6.7 | 4.2 | 5.6 |
| 3 | Customer Satisfaction Measure* | | | | | | | | | | |
| | Total Complaints per 1,000 trips | 4.1 | 3.8 | 4.2 | 3.5 | 4.5 | 4.1 | 4.3 | 4.6 | 4.8 | 4.6 |
| 4 | Average Weekday Ridership (for consistency) | 4,217 | 4,700 | 4,239 | 4,495 | 4,688 | 4,474 | 4,900 | 4,495 | 4,311 | 4,569 |

MetroAccess Notes * - A Customer Satisfaction Measurement similar to the other modes is being developed for MetroAccess

- On-time performance dropped in the second quarter due to continued last-minute scheduling of trips, a higher-than-average utilization of taxis, and incremental transition of trips between service providers

METROACCESS

- The conversion to the new service contractor has resulted in massive data cleanup and implementation of tracking and monitoring tools. The transition has been difficult and disruptive, but we are now able to independently verify on-time performance and more efficiently schedule trips
- In response to queries from customers, automated alert calls are being implemented on February 6th to notify riders when their vehicles have arrived, to reduce the incidence of customer no-shows and missed trips
- Since the transition formally occurred on January 15th, on-time performance has risen from 79% to 93.5% as of Thursday (January 26th, 2006)