Safety and Operations Committee

Board Information Item III-B

February 11, 2021

Metro Performance Report
Q2/FY21

○ Action ◉ Information | MEAD Number: 202246 | Resolution: ○ Yes ◉ No

TITLE:

FY2021 Metro Performance Report – Q2

PRESENTATION SUMMARY:

Highlights from the Fiscal Year (FY) 2021 Second Quarter (Q2) Metro Performance Report.

PURPOSE:

Inform the Board of Metro's FY2021 performance (July - December 2020) on safety and service reliability key performance indicators.

DESCRIPTION:

There are no Interested Parties in this matter.

Key Highlights:

- Metro set FY2021 targets for metrics related to safety and service reliability in alignment with guidance from the Federal Transit Administration. The targets for safety events, employee injuries, and bus and rail fleet reliability aim for continuous improvement over prior years' performance. Targets for on-time performance, elevator and escalator availability, customer injuries and crime aim to maintain FY2020 performance levels. When applicable, the targets account for declines in ridership related to the pandemic.

- During the first six months of FY2021, targets were met for 18 of 20 measures. Metrobus on-time performance was near target, while the target was missed for red signal overruns.

- The pandemic continues to have a mixed impact on Metro's performance as lower ridership and less traffic result in fewer collisions, fewer customer-related incidents and injuries, and faster running times.

Background and History:

Metro has publicly reported performance for key operational measures since 2010. The Q2 FY2021 Metro Performance Report highlights Metro's performance on a suite of key performance indicators (KPIs) that evaluate how well the agency is delivering its mission to provide safe, equitable, reliable and cost-effective public transit and meeting the standards the Board has set for safety and service. These KPIs follow industry

standard and align to the safety performance measures established in the Federal Transit Administration's National Public Transportation Safety Plan. The report compares performance for the period of July 2020 – December 2020 to the targets that Metro set for the fiscal year.

Within Metro, this data is used on an ongoing basis to inform decision-making. The Department of Safety and Environmental Management (SAFE) utilizes multiple datasets to monitor safety activities that impact employees and the riding public. Within Operations, these measures are actively tracked by staff through a series of "Stat" performance review meetings that encourage data-driven analysis and decision-making. Departments develop fiscal year business plans with these and other measures and key actions that demonstrate departmental contribution to Metro's mission. These activities all contribute toward Metro's performance-based planning and programming approach.

Discussion:

Metro set FY2021 targets for KPIs related to safety and service reliability in alignment with guidance from the Federal Transit Administration. This guidance recommends setting realistic targets that take into account relevant goals, objectives, staffing and funding constraints. Based on the guidance, a multi-step approach to target-setting was followed:

1. Establish a baseline by analyzing trends over the last three or five years, performance during the pandemic, and peer performance (for measures where benchmarking is possible).

2. Identify and estimate influencing factors, including ridership, service levels, revenue miles, employee availability and work schedules, and capital investment plans.

3. Determine approach: continuous improvement, hold steady at FY2020 levels (if performance in FY2020 did not meet target, or significant changes in the operating or funding environment make continuous improvement challenging), or no target due to high levels of uncertainty surrounding key drivers, like ridership and service levels.

4. Set numerical target and establish a performance band.

The targets for safety events, employee injuries, and bus and rail fleet reliability aim for continuous improvement over prior years' performance. Given the uncertainty surrounding the operating budget and service levels in FY2021, targets for on-time performance, elevator and escalator availability were kept at FY2020 performance levels. Targets for crime and customer injuries were set to reach FY2020 rates by the end of the fiscal year. For bus on-time performance, which was a new measure in FY2020 and did not have a target, the FY2021 target was set at the average performance achieved from July – August 2020.

Targets were not set for ridership, customer satisfaction or crowding. Ridership is tracked relative to FY2021 budget projections. Total ridership is currently about 8% above initial budget forecasts, driven by strong ridership on Metrobus which carries

twice as many customers as Metrorail. Low ridership levels have changed the way staff collect customer satisfaction data and have made comparisons across time difficult. Crowding on bus and rail vehicles is closely monitored. However, staffing levels, fleet size, and the operating budget provide a hard cap on the amount of service that can be provided to meet demand and still enable CDC-guidelines for social distancing. As a result, a specific target for crowding metrics was not set. Metro's focus remains to stay ahead of demand and provide as much service as is feasible given budget constraints and employee availability. Rail and bus service levels are currently around 80% of pre-pandemic levels. Currently less than 1% of Metrorail passengers' trips are in crowded conditions, while just over 4% of Metrobus stops are full. In December 2020, Metro published real-time crowding predictions to enable customer to more safely plan their trips.

For the period July – December 2020, Metro met target for 18 of 20 measures, including: Ten out of 11 safety and security measures, and eight of nine quality service measures.

- Metro met its targets for safety and security measures related to crime, customer injuries (Bus, Rail and MetroAccess), bus and rail employee injuries, and safety events (serious bus collisions, rail collisions, derailments, and fires).

- Metro met its targets for Rail and MetroAccess on-time performance; Bus, Rail and MetroAccess fleet reliability; available track; and elevator and escalator availability. Bus and Rail fleet reliability both achieved record high levels due to a sustained focus by maintenance and engineering staff on addressing key failures and minimizing service interruptions.

Metro missed target for red signal overruns, experiencing ten incidents compared to a target of five or fewer. Six events were in the yard, while four were on the mainline. All mainline events occurred at slow speeds (<15 miles per hour) as trains were leaving or entering stations and involved operators that had less than one year of experience. No passengers were injured. Three did not result in any damage to Metro equipment while one resulted in a derailment – the first in 18 months. Human factors were the main causal factors, including failed compliance with published policy and procedures and unfamiliarity with the track environment. In response, training simulators will be used to combat complacency, additional engineering solutions are being researched, a system-wide survey of signals will be completed, and a campaign to call-out signals will be piloted.

Metro fell just shy of its target for bus on-time performance, remaining within the performance band. Reduced traffic as a result of the pandemic has significantly increased early departures. Metro will implement a new schedule in mid-March 2021 that is adjusted to reflect reduced traffic levels.

The pandemic continues to have a mixed impact on Metro's performance. For example, lower ridership has reduced injuries caused by crowding and those stemming from negative customer interactions such as employee assaults and stress claims. Less traffic has led to fewer collisions and collision-related injuries, but has significantly increased Metrobus early departures. Employee availability has not had an impact on Metro's ability to provide safe and reliable service. After swiftly implementing

precautions to protect employees and reduce the risk of exposure in the workplace, staff returned to schedules similar to those in FY2020, enabling maintenance and capital work to continue as planned and service to resume to near pre-pandemic levels.

FUNDING IMPACT:

There is no impact on funding for presentation of these metrics.	
Project Manager:	Joseph Leader
Project Department/Office:	Chief Operating Officer

TIMELINE:

N/A

Q2

Metro Performance Report

July – December 2020

Safety & Operations Committee
February 11, 2021

Purpose

- Provide information on Metro's performance on safety and service reliability KPIs from July – December 2020

- Communicate key initiatives to improve and/or sustain performance levels

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FY2021 Targets

- Approach followed federal guidance to set realistic targets

- Uncertainty about ridership and service levels impacts many measures

Safety & Security

- Continuous improvement for safety events and employee injuries

- Reach FY20 performance levels by end of fiscal year for crime and customer injuries, convert from rate to count
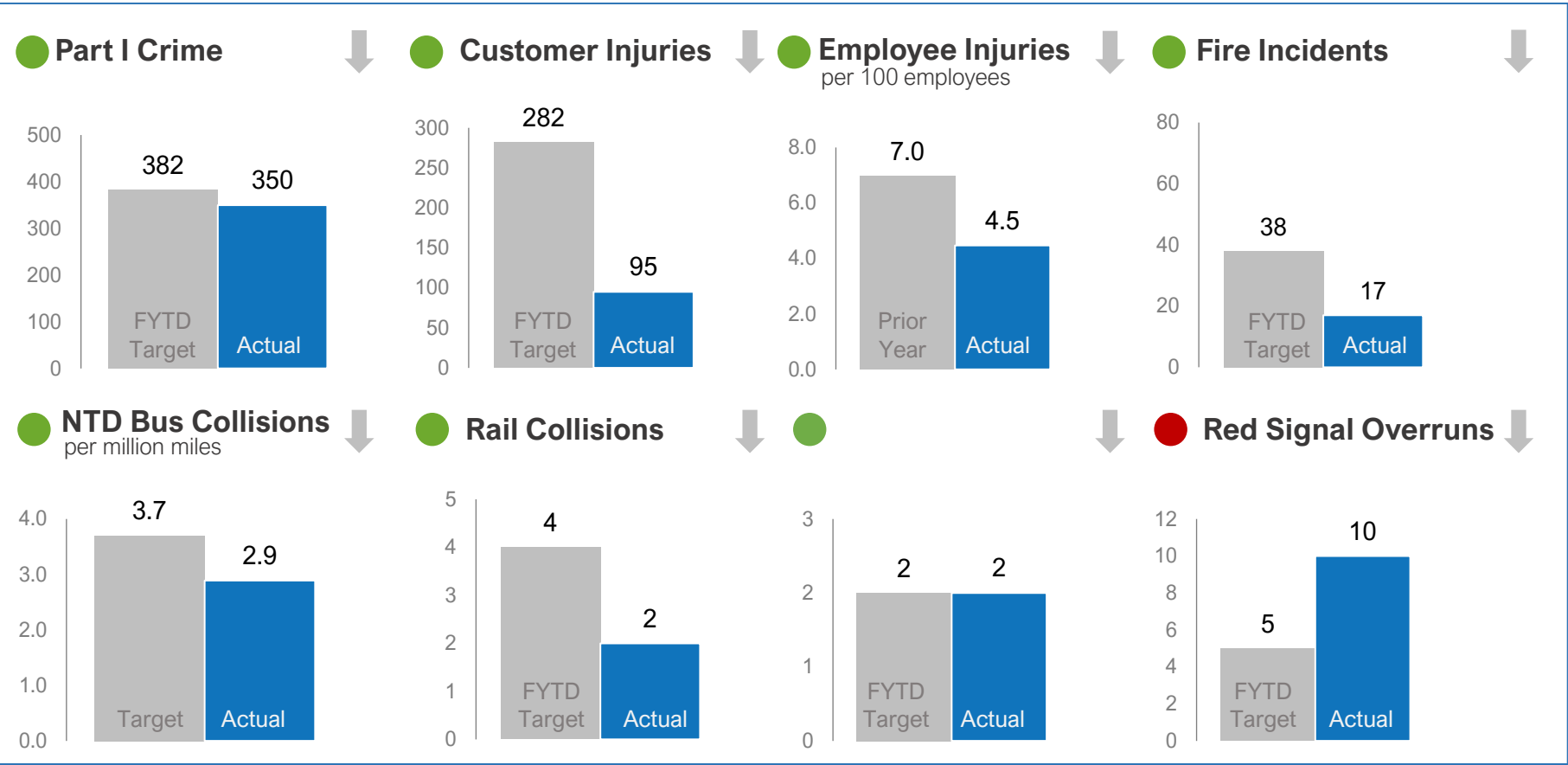
Quality Service

- Continuous improvement for bus and rail fleet reliability

- Maintain FY20 performance for on-time performance, MetroAccess fleet reliability, elevator and escalator availability

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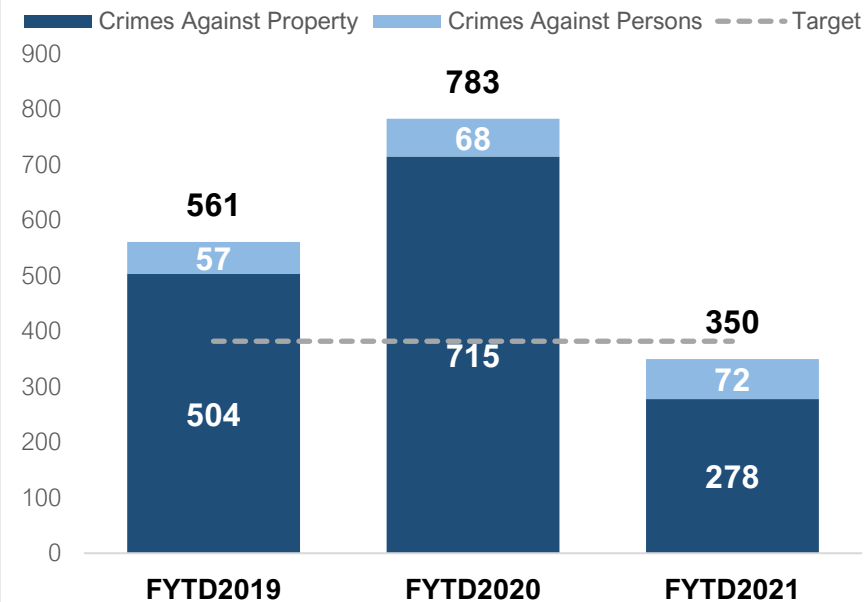# Part I Crime| 350 crimes vs. target of 382 through December 2020

Metro averaged 58 crimes per month during the first half of the fiscal year, 55% below the same time last year

Key actions to sustain performance

— Install public safety radio systems

— Improve station lighting

— Deploy Daily Security Observation Response Team (SORT) details

Crimes Against Property have fallen over 60% compared to FY20 while Crimes Against Persons have increased slightly

3-Year Performance Trend

Legend: ■ Crimes Against Property ■ Crimes Against Persons - - - Target

	FYTD2019	FYTD2020	FYTD2021
Total	561	783	350
Crimes Against Persons	57	68	72
Crimes Against Property	504	715	278

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Customer Injuries | 95 injuries vs. target of 282 through December 2020

All modes met target during first half of fiscal year, benefitting from less crowding and fewer collisions

- - - Target
Non-Preventable
Preventable

3-Year Performance Trend

Rail Customer Injuries | 32 injuries vs. target of 69

— Station modernization improvements to address slip/trip/fall hazards

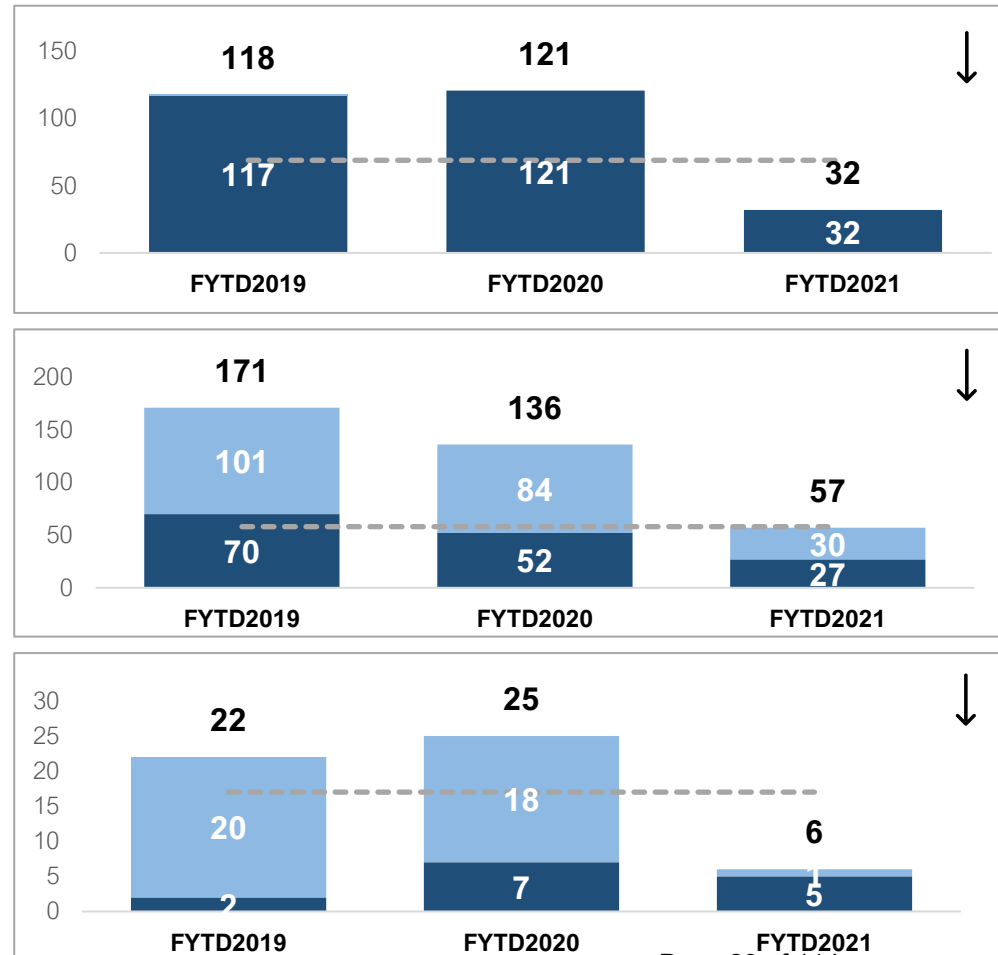|	FYTD2019	FYTD2020	FYTD2021
Total	118	121	32
Preventable	117	121	32

Bus Customer Injuries | 57 injuries vs. target of 58

— Investigate bus stop injuries and address causal factors

— Conduct safety observations at sites of frequent collisions

	FYTD2019	FYTD2020	FYTD2021
Total	171	136	57
Non-Preventable	101	84	30
Preventable	70	52	27

MetroAccess Customer Injuries | 6 injuries vs. target of 17

— Expand MetroAccess DriveCam to support coaching on safe behavior

— Conduct annual operator wheelchair recertifications

	FYTD2019	FYTD2020	FYTD2021
Total	22	25	6
Non-Preventable	20	18	
Preventable	2	7	5

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Employee Injuries | 4.5 injuries per 200,000 work hours

Injuries fell due to less traffic / fewer collisions and fewer negative customer interactions thanks to lower ridership
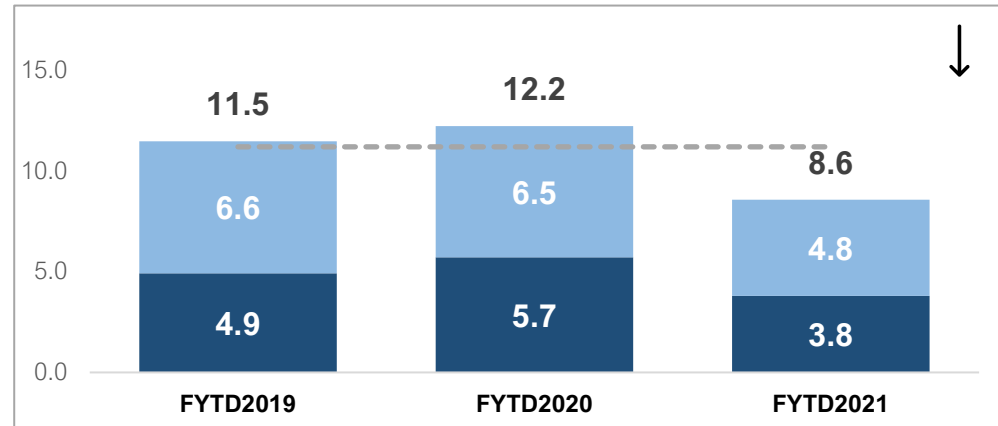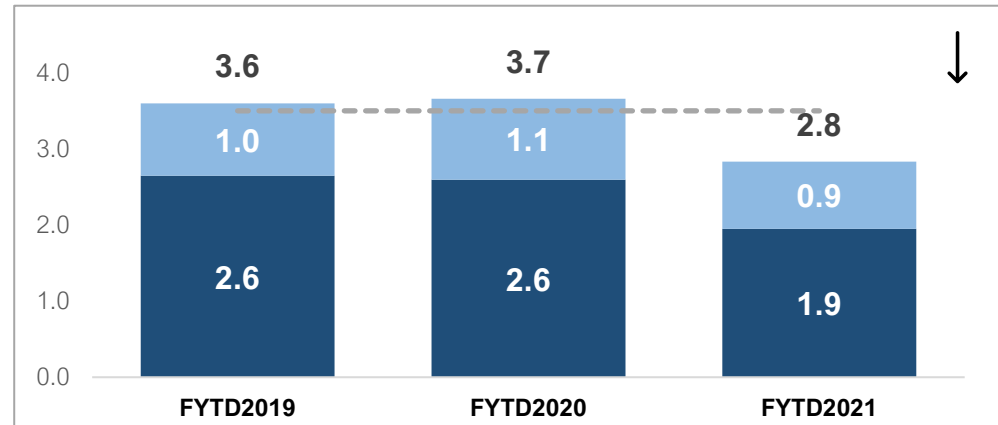
- - - - Target
Non-Preventable
Preventable

3-Year Performance Trend

Rail System | 2.8 injuries per 200,000 work hours vs. target of 3.5

— Conduct safety observations and address unsafe behaviors

	FYTD2019	FYTD2020	FYTD2021
Total	3.6	3.7	2.8
Non-Preventable	1.0	1.1	0.9
Preventable	2.6	2.6	1.9

Bus | 8.6 injuries per 200,000 work hours vs. target of 11.2

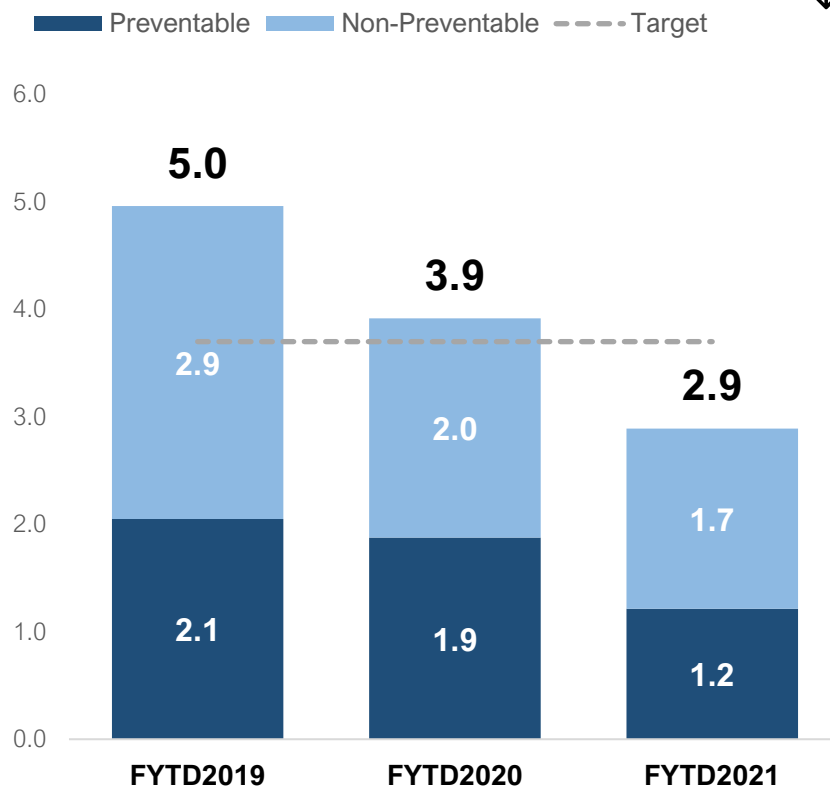— Conduct safety observations and address unsafe behaviors

	FYTD2019	FYTD2020	FYTD2021
Total	11.5	12.2	8.6
Non-Preventable	6.6	6.5	4.8
Preventable	4.9	5.7	3.8

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Rail Incidents | 21 incidents vs. target of 44 through December 2020

Over 50% fewer rail safety events than target, driven by large decreases in both electrical and debris fires

3-Year Performance Trend   - - - Target

Rail Collisions | 2 collisions vs. target of 4

— Both in yards

— Updated SOP on moving rail vehicles within yards

— Monthly compliance checks on safety stops in rail yards

Derailments | 2 incidents vs. target of 2;

— One on mainline, one in yard

— Updated SOPs to include stop and proceed rule, protocol for contacting ROCC after losing speed commands, protocol for incident command

— Virtual refresher training on preventing zero speed command violations

Fire Incidents | 17 incidents vs. target of 38

— 9 non-electrical, 5 electrical (arcing or grounded track components), 3 station/facility equipment

— Debris and drain cleaning aimed at reducing fires, with increased focus on Red Line

— Installation of thermoplastic insulators to reduce arcing events

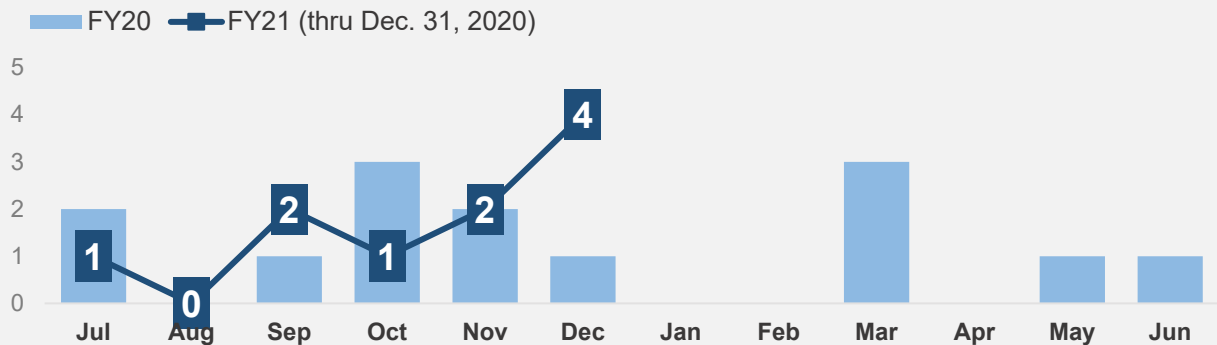WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
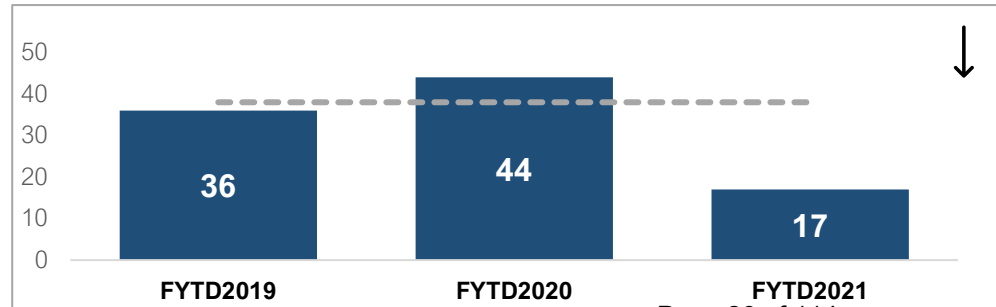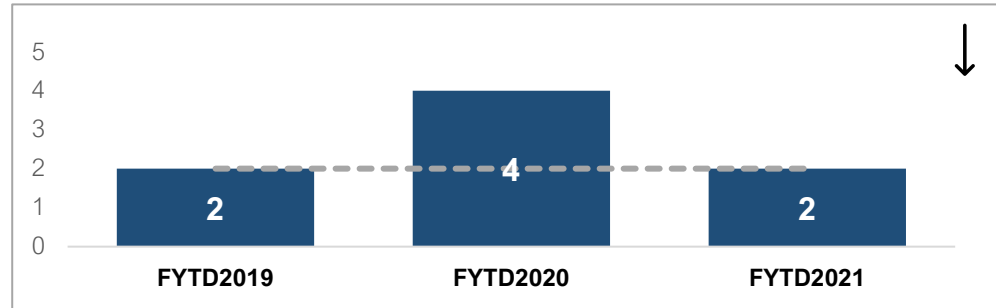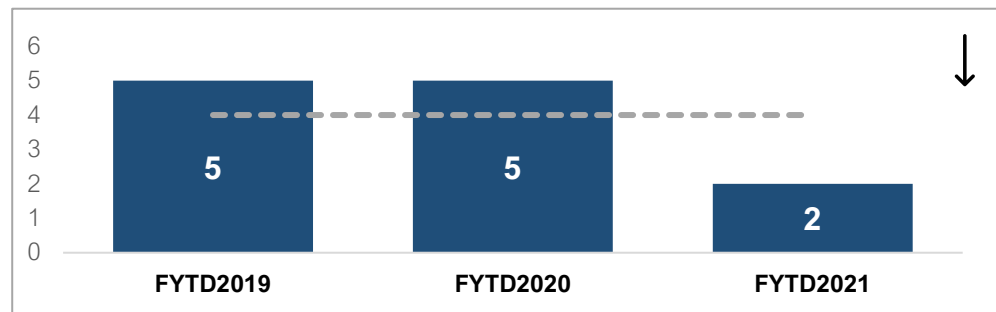
Red Signal Overruns | 10 incidents vs. target of 5 through December 2020

Operator error, failure to follow procedure and miscommunication

Key Factors

— Six in yards: no speed commands

— Four on mainline: low speeds, lower-tenured employees

Number of red signal overruns | FY21 vs FY20

Key actions to improve performance

— Stop and Proceed

    — Software upgrades to 7K complete

    — Completing 6K upgrades; expediting upgrades to 2K/3K

— Safety stand-down conducted

— Computer-based refresher training instituted

— Lessons learned bulletin issued

— Improved Permanent Order issued for moving trains without speed commands

— Red Signal Overrun Safety Advisory – SAFE-developed document on avoiding distractions

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Red Signal Overruns | Slow Speed Mainline Events

Key Factors

— Slow speeds (<15 mph) as trains entering/leaving the station

— All operators < 1 year of experience

— No passengers injured

— Three resulted in no damage; one in derailment
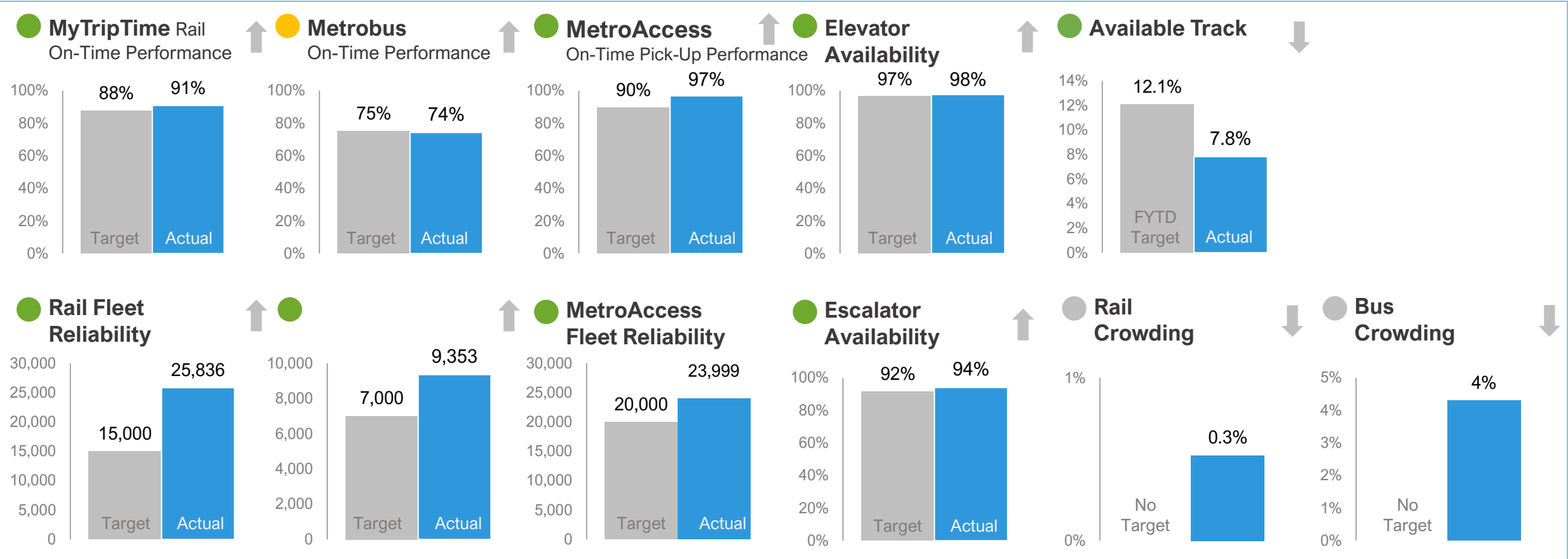
Additional actions to improve performance

— Use training simulators to combat complacency

— Four simulators arrive in March 2021

— Research engineering solutions

— Continue system-wide survey of signals (20% complete)

— Pilot campaign to call-out signals

Quality Service
8 out of 9 measures met or exceeded target

MyTripTime Rail
On-Time Performance

88% Target
91% Actual

Metrobus
On-Time Performance

75% Target
74% Actual

MetroAccess
On-Time Pick-Up Performance

90% Target
97% Actual

Elevator Availability

97% Target
98% Actual

Available Track

12.1% FYTD Target
7.8% Actual

Rail Fleet Reliability

15,000 Target
25,836 Actual

7,000 Target
9,353 Actual

MetroAccess Fleet Reliability

20,000 Target
23,999 Actual

Escalator Availability

92% Target
94% Actual

Rail Crowding

No Target
0.3%

Bus Crowding

No Target
4%

Legend ● Met or above target | ● Near target | ● Target not met | ● No target | ↓↑ Desired direction

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MyTripTime| 91% on-time vs. target of 88%

Consistently surpassed target every month, bolstered by fewer railcar failures

Key actions to sustain performance

— Monitor schedule adherence

— Ensure rail infrastructure remains in a state of good repair

— Railcar maintenance, rehab and replacement program

3-Year Performance Trend

--- Target

	FYTD2019	FYTD2020	FYTD2021
	87%	90%	91%

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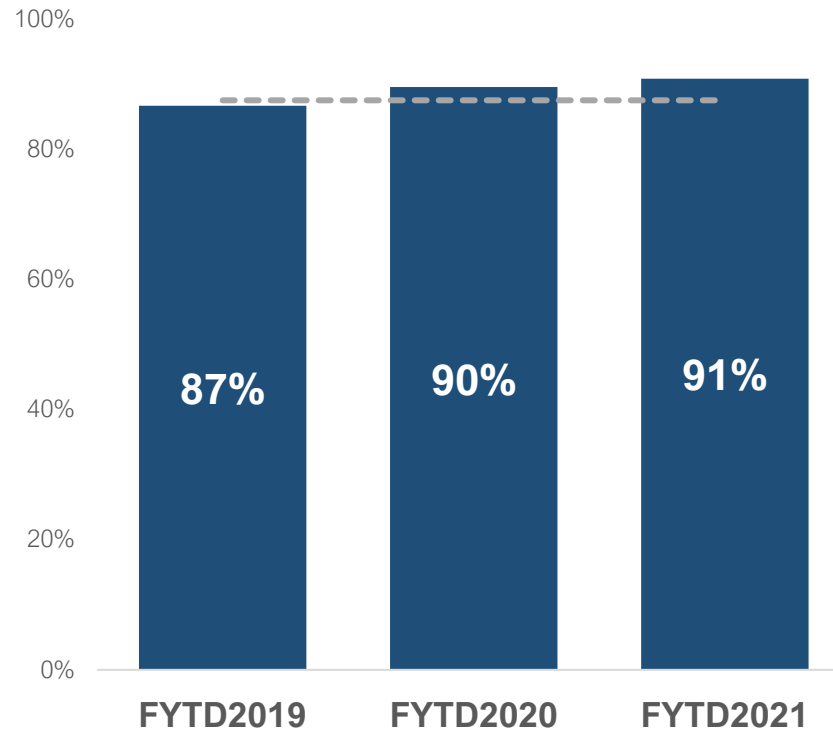
Bus On-Time Performance | **74%** on-time vs. target of 75%

Reduced traffic levels, lower ridership resulted in more early departures

Key Factors

— 15% of buses departed timepoints early

— Nearly all early departures occurred mid-route

— Schedule reflects pre-pandemic traffic levels and end-to-end travel times

Early departures | FY21 vs FY20
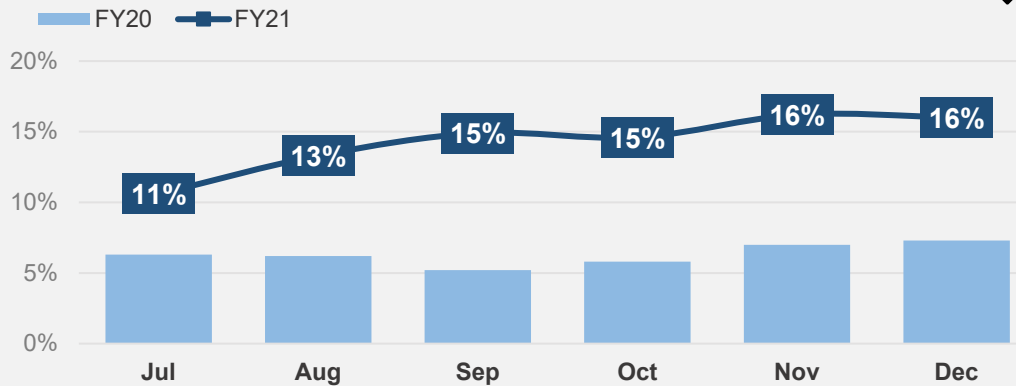
■ FY20 ━●━ FY21

	Jul	Aug	Sep	Oct	Nov	Dec
FY21	11%	13%	15%	15%	16%	16%

↓

Key actions to improve performance

— Implement a new schedule in mid-March 2021 that is adjusted to reflect current run times

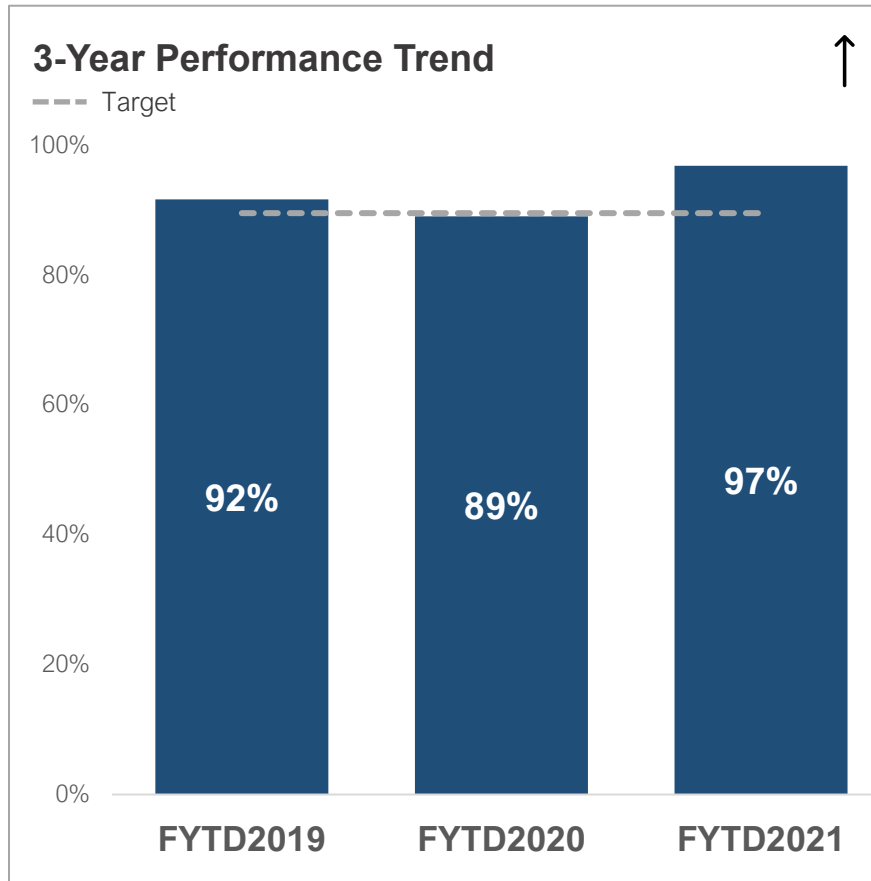WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

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MetroAccess On-Time Pick-Up Performance | 97% on-time vs. target of 90%

Exceeded target every month due to less traffic, reduced ridership, and elimination of shared rides

Key actions to sustain performance

— Improve accuracy of length-of-trip estimates

— Dynamically adjust the system's scheduling parameters

— Leverage available taxi and alternative resources

— Pursue a new cutting-edge scheduling and dispatch system

3-Year Performance Trend

--- Target

	92%	89%	97%
	FYTD2019	FYTD2020	FYTD2021

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Fleet Reliability

Record performance for rail and bus fleets due to sustained focus on addressing key failures, replacing aging vehicles

3-Year Performance Trend — — Target

Rail | 25,800 miles between failure vs. target of 15,000

— Reliability analysis and frequent inspections

— Scheduled Maintenance Program

|	FYTD2019	FYTD2020	FYTD2021
Rail	12,346	19,842	25,836

Bus | 9,300 miles between failure vs. target of 7,000

— Improve failure reporting

— Internal quality audits of preventive maintenance programs and service lane activities

	FYTD2019	FYTD2020	FYTD2021
Bus	6,322	6,769	9,348

MetroAccess | 24,000 miles between failure vs. target of 20,000

—Replacement of Ford Transit vans

—Preventive maintenance inspections and quarterly fleet audit

|	FYTD2019	FYTD2020	FYTD2021
MetroAccess	19,948	23,928	23,999
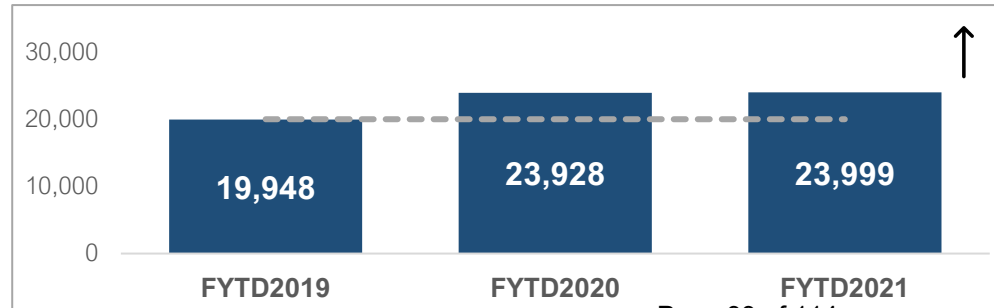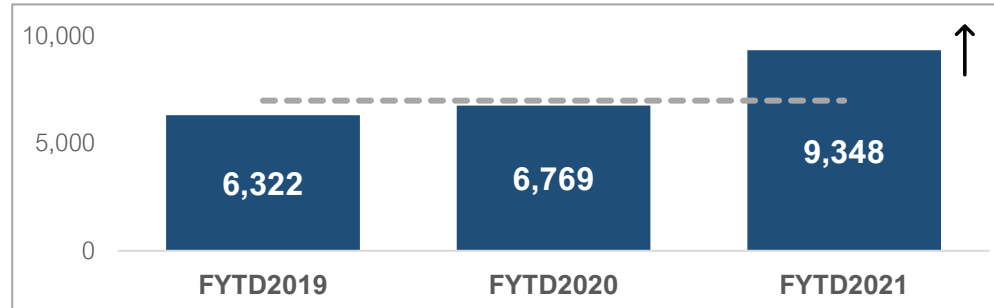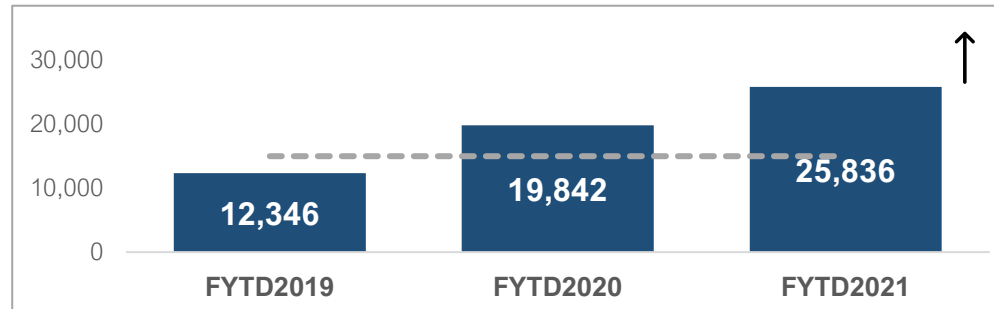
Escalator & Elevator Availability

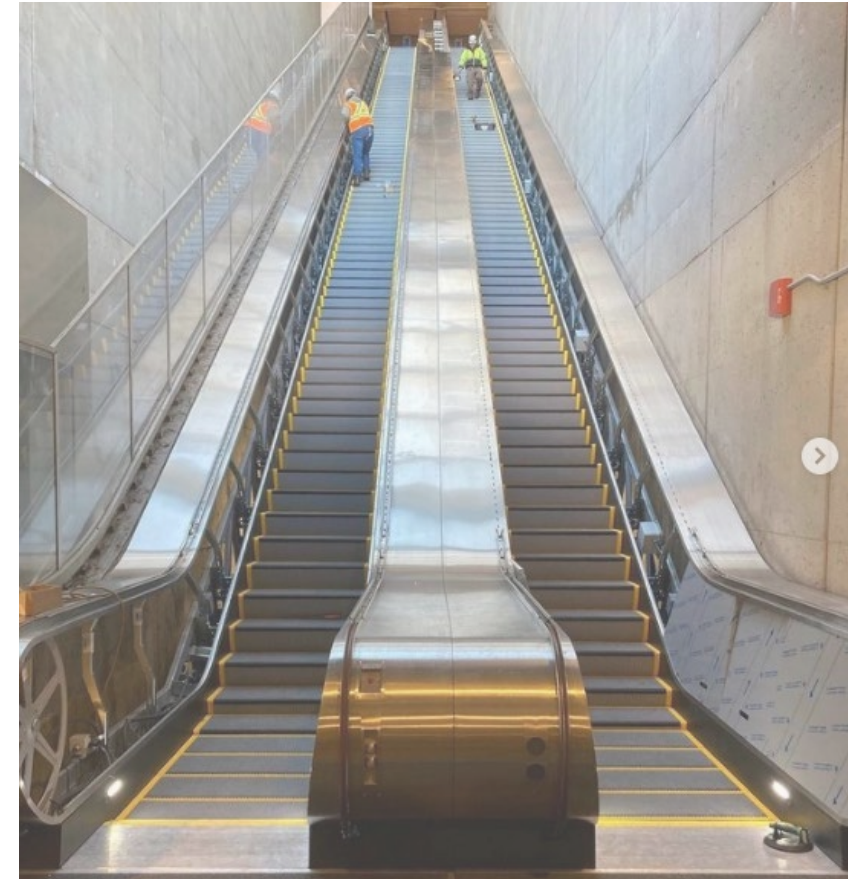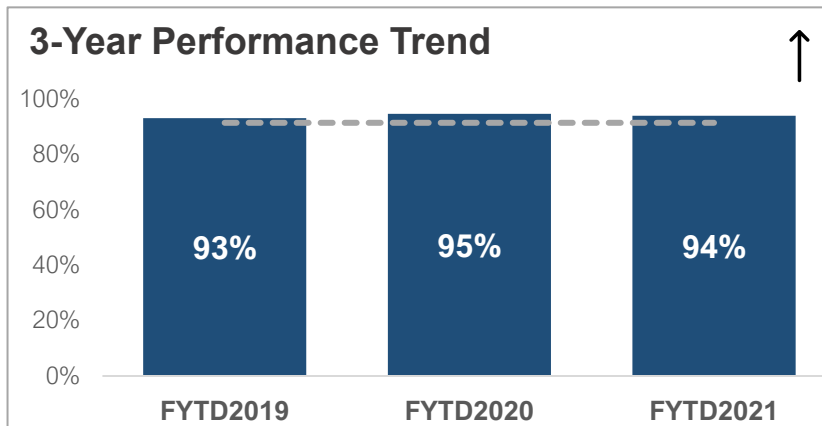Met target due to fewer unplanned outages resulting from reliability improvements, as well as lower usage

Elevator | 98% vs. target of 97%

— Continue current elevator renewal contract; identify units in need of replacement for the next contract

— Establish water remediation program to address related failures in elevator shafts
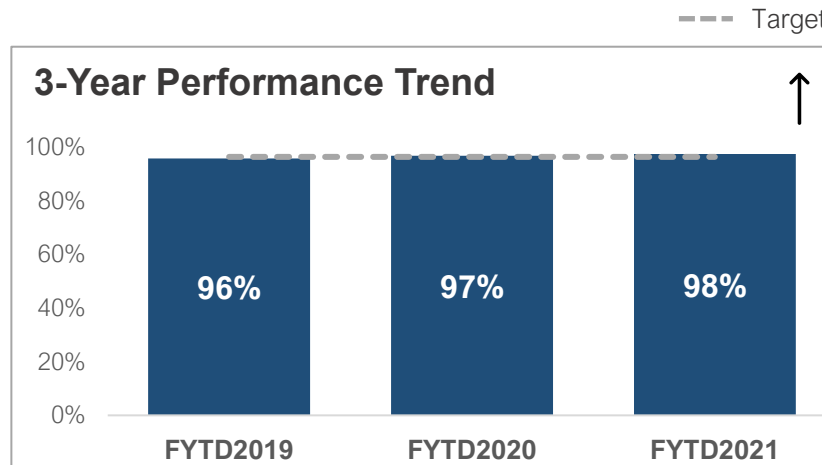
Escalator | 94% vs. target of 92%

— Enhance mechanic training with new KONE Transit escalator at training lab

— Continue to train new apprentice class

— Begin rehabilitation of 89 escalators (first four complete by end of FY21)

--- Target

3-Year Performance Trend ↑

| | 96% | 97% | 98% |
| FYTD2019 | FYTD2020 | FYTD2021 |

3-Year Performance Trend ↑

| | 93% | 95% | 94% |
| FYTD2019 | FYTD2020 | FYTD2021 |

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Ⓜ metro

Available Track | 7.8% unavailable vs. target of 12.1%

Fewer condition-related restrictions, early completion of capital projects led to better performance

Cumulative guideway restrictions % | FY21 vs Target

↓

- FYTD21 Plan
- FYTD21 Actual

	Jul	Aug	Sep	Oct	Nov	Dec
Actual	18.8%	20.5%	15.2%	11.4%	9.2%	7.8%
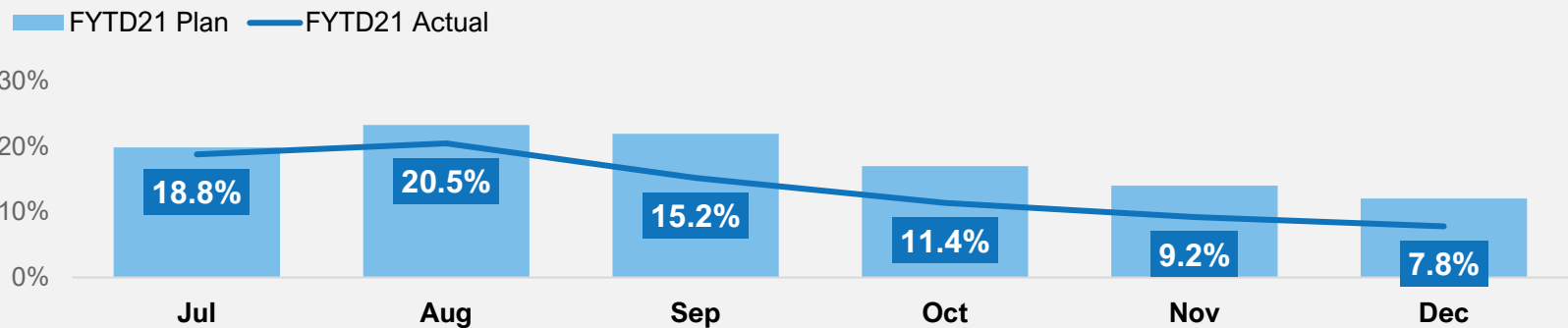
Key actions to sustain performance

— Continue preventive maintenance and capital programs

— Install heat tape at up to four more stations before fall, eliminating the need for speed restrictions in these areas

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Crowding no target

Real-time crowding information for both modes now available on transit apps

Metrorail | 0.3% passenger travel time with >23 passengers per car

23 passengers per railcar
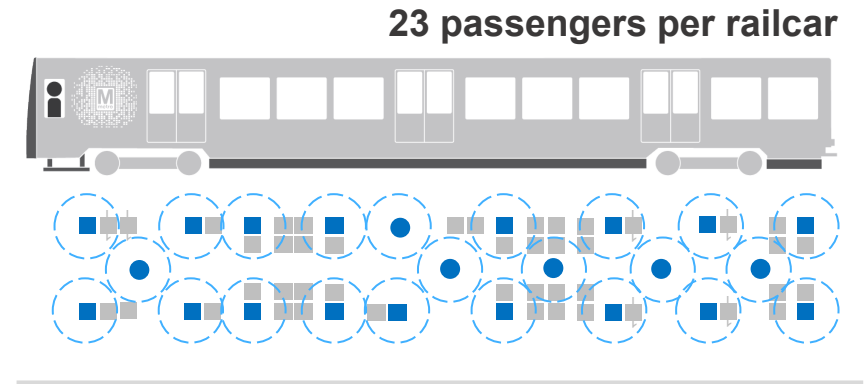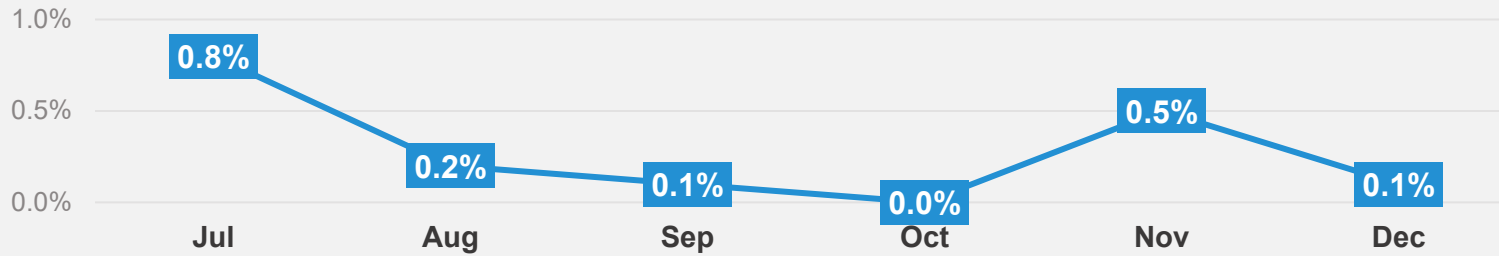
Metrobus | 4.3% stops encountered with >20 passengers on the bus

20 passengers per bus
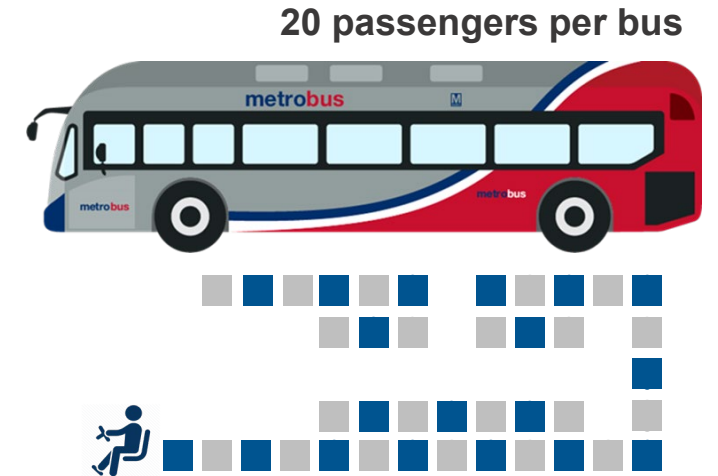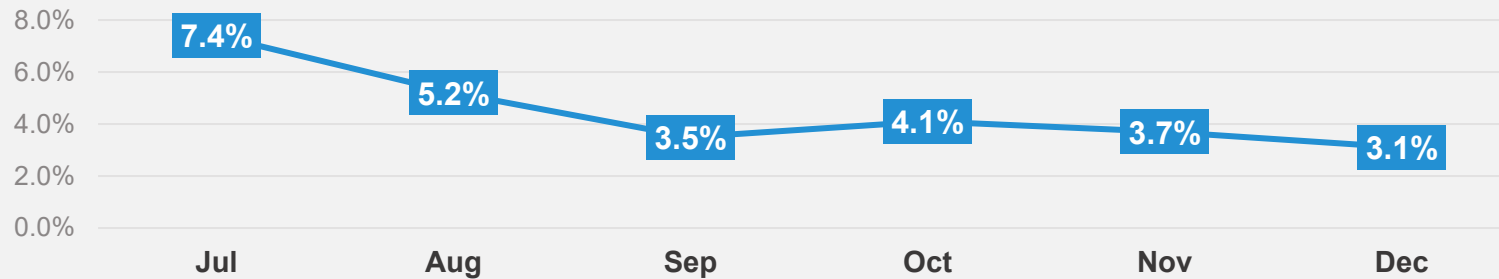
Ridership

Total in millions
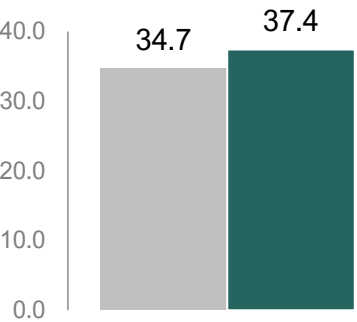
Metrorail in millions
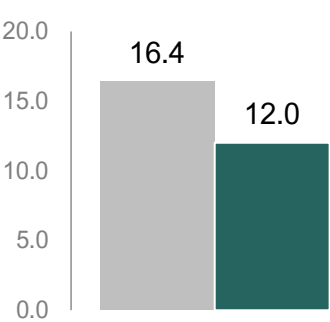
Metrobus in millions
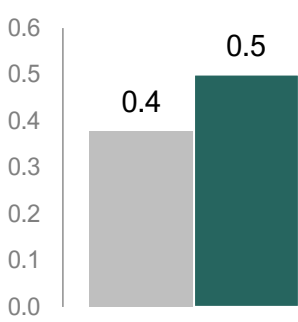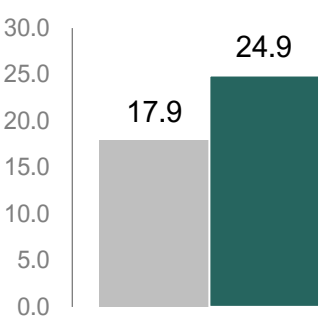
Highlights

—Total ridership almost 8% above initial budget forecasts; driven by ridership on Metrobus

   —Returned to front-door boarding and fare collection 1/3/21

—Metrobus carries twice as many customers as Metrorail

—Additional Metrobus service planned for Spring to support higher ridership, improve reliability

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

PERFORMANCE REPORT

Q2/FY2021
July – December 2020

1 MILLION
weekday passenger trips

- **600,000** Metrorail
- **400,000** Metrobus
- **8,000** MetroAccess

91 rail stations

- **40** District of Columbia
- **26** Maryland
- **25** Virginia

244 bus routes

- **100** District of Columbia
- **78** Maryland
- **66** Virginia

118 miles of track

- **51** subway
- **58** surface
- **9** aerial

3,500 passenger vehicles

- **1,200** railcars
- **1,600** buses
- **700** paratransit vehicles

896 escalators & elevators

- **618** escalators
- **278** elevators
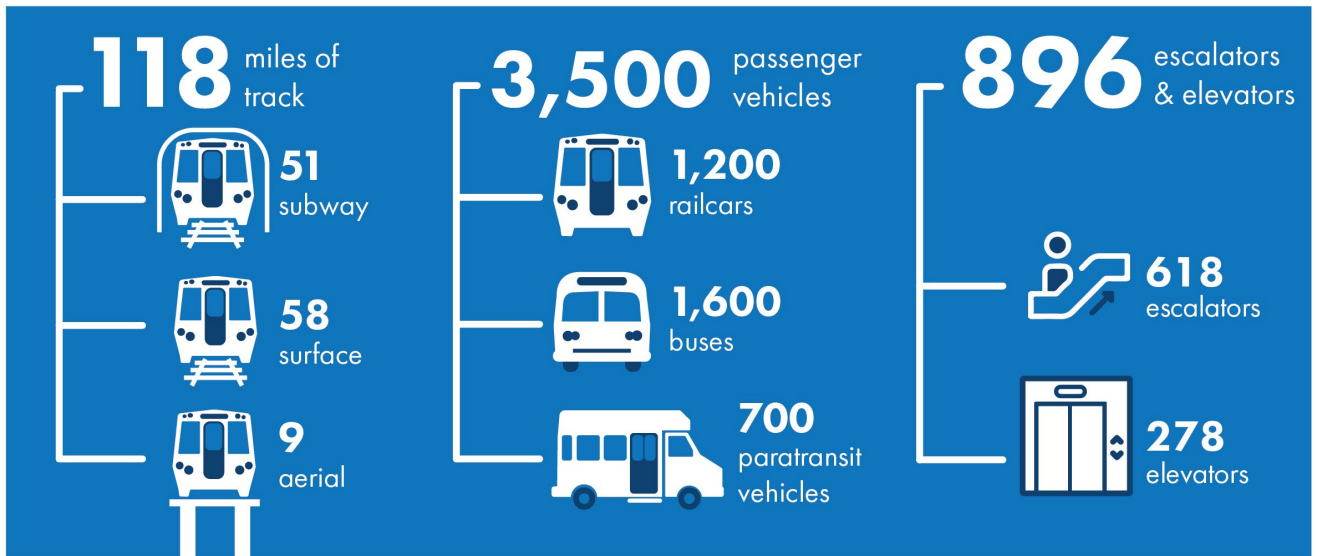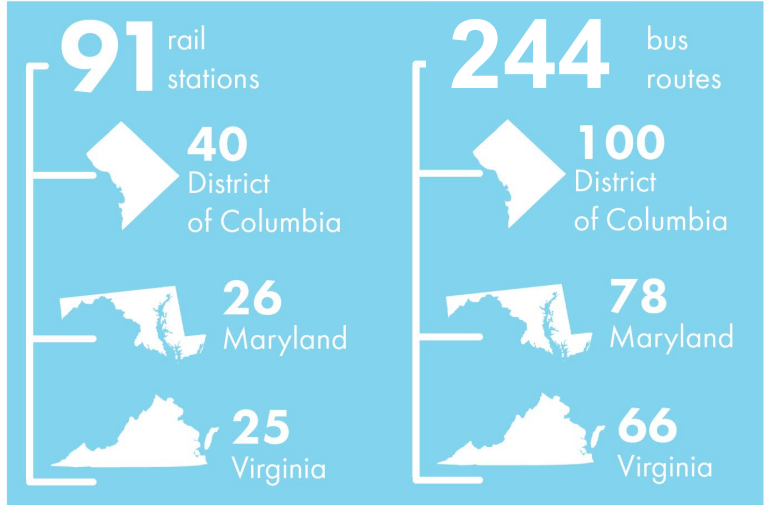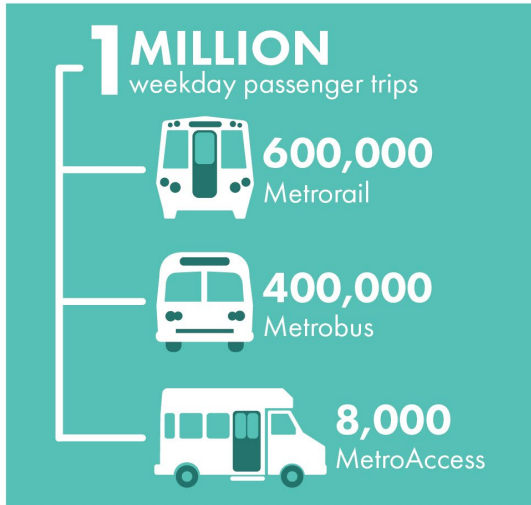
Safety & Security

Quality Service

8 out of 9 measures met target in the first half of the fiscal year

- MyTripTime
- MetroAccess On-Time Pick-up Performance
- Rail Fleet Reliability
- Bus Fleet Reliability
- MetroAccess Fleet Reliability
- Elevator Availability
- Escalator Availability
- Available Track

RIDERSHIP

The total ridership of 37.4 million through the second quarter of FY21 is 7.8% above the forecast of 34.7 million but 76% below the same time in FY20.

In a departure from historic trends, Metrobus ridership continues to exceed Metrorail ridership, with about twice as many Metrobus customers compared to Metrorail customers.

Ridership in millions

	34.7	37.4
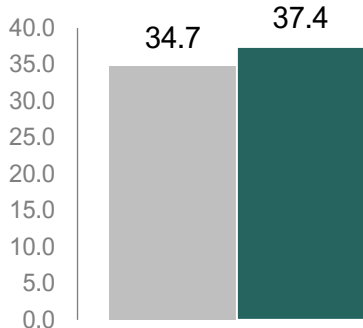
Metrorail — Budget / Actual

- Through quarter two, ridership was 12 million, down 27% compared to budget and down 87% compared to prior year
- Average weekday ridership was 76,000, down 88% from prior year
- Average weekend ridership was 42,000, down 81% from prior year

16.4 / 12.0
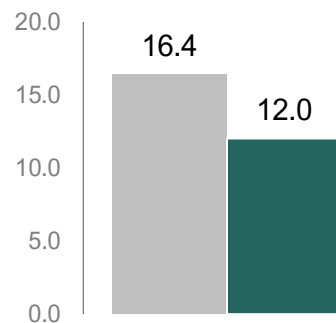
Metrobus — Budget / Actual

- Through quarter two, ridership was 24.9 million, 39% above budget but down 61% compared to the prior year
- Average weekday ridership was 146,000, down 58% from the prior year
- Average weekend ridership was 85,000, down 46% from prior year

17.9 / 24.9
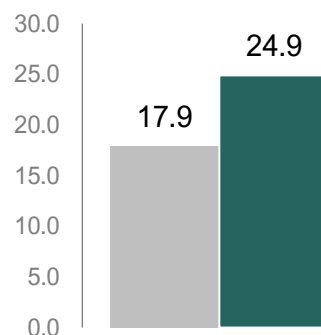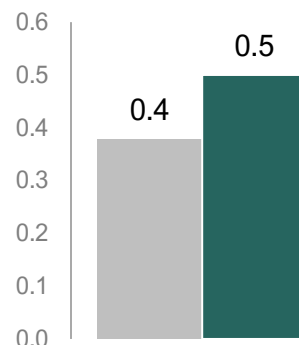
Ridership Data Portal provides ridership data since 2010, including during the pandemic. Engage with the data through interactive dashboards using the Data Viewers (Rail, Bus, Parking).

Budget / Actual

0.4 / 0.5

Legend

🟢 Met or above target | 🟡 Near target | 🔴 Target not met | ⚪ No target | ↑↓ Desired direction

SAFETY + SECURITY TARGETS

Agency Safety Plan (ASP):

Mode	Fatality Rate*	Fatality Count	Injury Rate*	Injury Count	Safety Event Rate*	Safety Event Count
Rail	0	0	38.06	324	11.05	95
Bus	0	0	95.73	359	69.32	260
MetroAccess	0	0	24.22	54	7.78	18

*per 10 million Vehicle Revenue Miles (VRM)

Measure	FY21 target		Methodology
Part I Crime | # of crimes	840	or ↓	Achieve FY2020 rate by end of year
Rail Customer Injuries | # of injuries	177	or ↓	Achieve FY2020 rate by end of year
Bus Customer Injuries | # of injuries	154	or ↓	Achieve FY2020 rate by end of year
MetroAccess Customer Injuries | # of injuries	35	or ↓	Achieve FY2020 rate by end of year
Rail System Employee Injuries | # per 100 employees	3.5	or ↓	5% improvement from 3-year average
Bus Employee Injuries | # per 100 employees	11.2	or ↓	5% improvement from 3-year average
NTD Bus Collision Rate | # per million miles	3.7	or ↓	7.5% improvement from 3-year average
Rail Collisions | # of collisions	7	or ↓	Improve relative to FY2020
Derailments | # of incidents	4	or ↓	Improve relative to FY2020
Fire Incidents | # of incidents	66	or ↓	Improve relative to FY2020
Red Signal Overruns | # of incidents	11	or ↓	Improve relative to FY2020

SAFETY & SECURITY
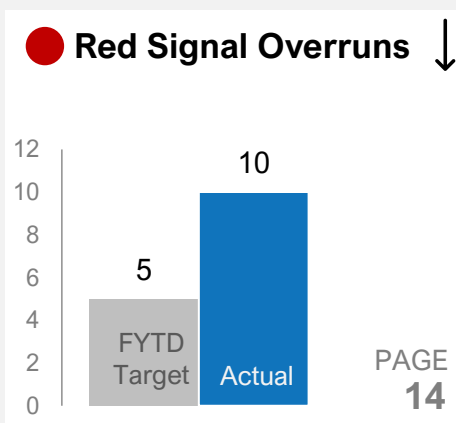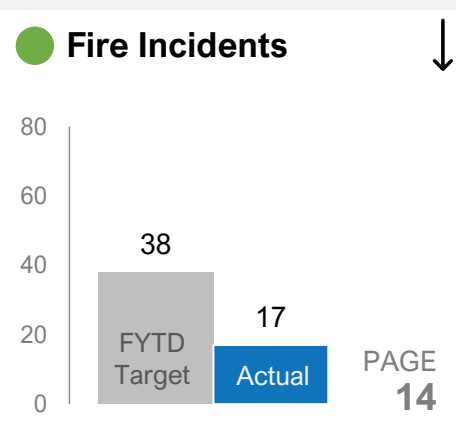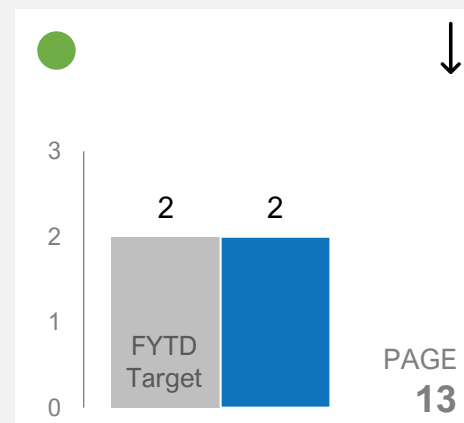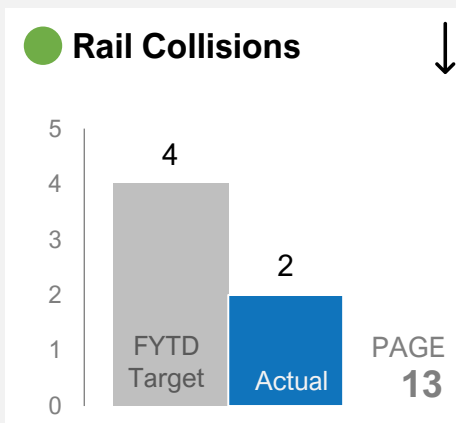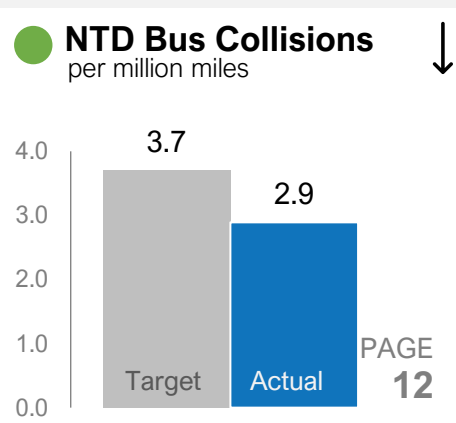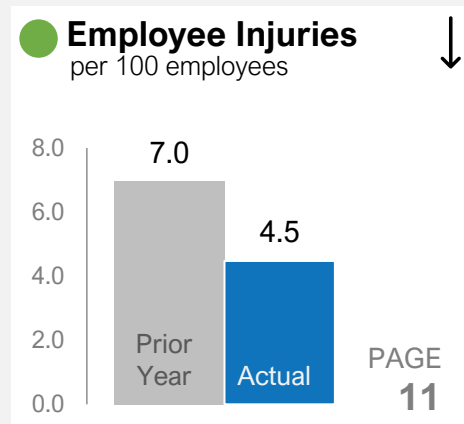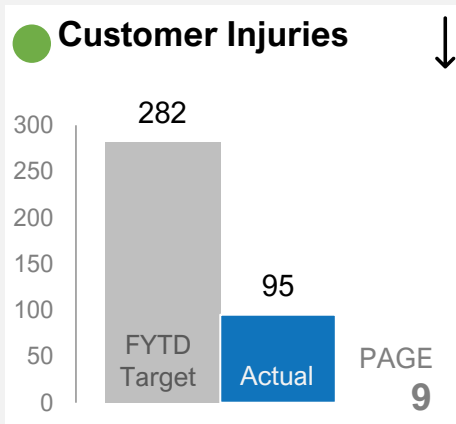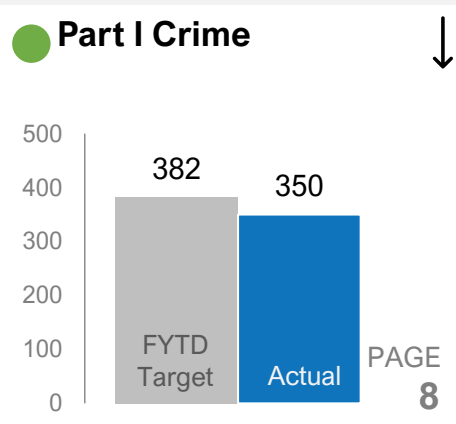
🟢 Part I Crime ↓

- 382 — FYTD Target
- 350 — Actual

PAGE **8**

🟢 Customer Injuries ↓

- 282 — FYTD Target
- 95 — Actual

PAGE **9**

🟢 Employee Injuries ↓
per 100 employees

- 7.0 — Prior Year
- 4.5 — Actual

PAGE **11**

🟢 NTD Bus Collisions ↓
per million miles

- 3.7 — Target
- 2.9 — Actual

PAGE **12**

🟢 Rail Collisions ↓

- 4 — FYTD Target
- 2 — Actual

PAGE **13**

🟢 ↓

- 2 — FYTD Target
- 2

PAGE **13**

🟢 Fire Incidents ↓

- 38 — FYTD Target
- 17 — Actual

PAGE **14**

🔴 Red Signal Overruns ↓

- 5 — FYTD Target
- 10 — Actual

PAGE **14**

Legend

🟢 Met or above target | 🟡 Near target | 🔴 Target not met | ⚪ No target | ↑↓ Desired direction

CRIME

During the first half of FY21, Metro had 350 Part I crimes, about 58 crimes per month, meeting target of no more than 382 crimes.

Metro had 55 percent fewer crimes in the first half of FY21 compared to the same period in FY20. However, when scaled to ridership, the Part I crime rate increased 88 percent compared to the same period last fiscal year, with 9.4 crimes per million trips in FY21 compared to 5.0 in FY20. While the number of crimes is down, ridership is down even more (76 percent drop). Two-thirds of crimes occurred on Metrorail. While Metro police have not substantially changed their policing policies and practices due to the pandemic, between lower ridership related to Covid-19 and fare decriminalization, enforcement is down approximately 77 percent (arrests are down 56 percent and citations/summons are down 84 percent).

What crimes occurred?

350
crimes
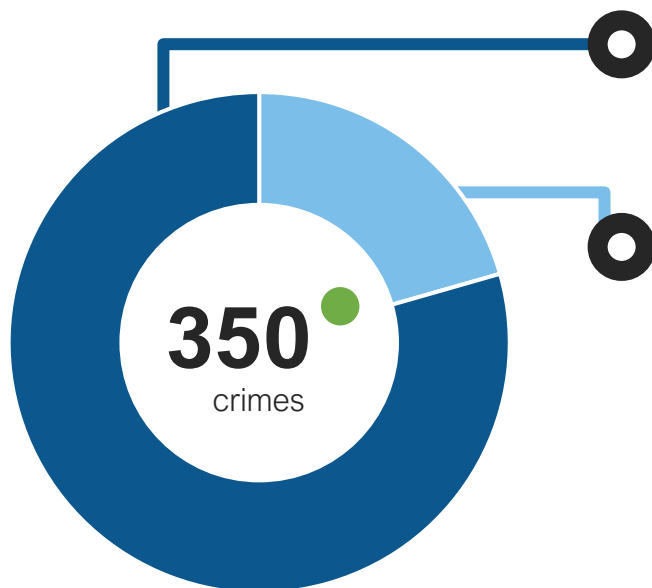
FYTD Target ≤ 382

Crimes Against Property – 79%
Metro averaged 46 crimes against property per month across the system, which include Theft, Motor Vehicle Theft, Arson, Robbery, and Burglary. This is a 61 percent decrease from the same period last fiscal year.

Crimes Against Persons – 21%
Metro averaged 12 crimes against persons per month across the system, which include Aggravated Assault, Homicide, and Rape. This is a slight increase from last fiscal year and in line with the experience in other jurisdictions in the region.

▪ Install public safety radio systems
▪ Improve station lighting

goal

FYTD Target ≤ 382

	FYTD2019	FYTD2020	FYTD2021
Total	561	783	350
Crimes Against Persons	57	68	72
Crimes Against Property	504	715	278

■ Crimes Against Property ■ Crimes Against Persons
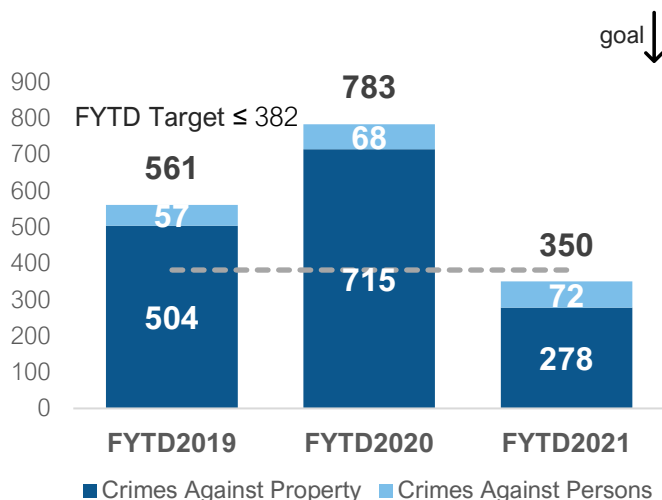
CUSTOMER INJURIES

● Metrorail Customer Injuries | **32** injuries
-- FYTD Target ≤ 69

Metrorail experienced 32 customer injuries during the first half of FY21, meeting target. These 32 injuries result in a rate of 2.5 injuries per million passengers.

Slips, trips and falls account for 84 percent of all injuries this fiscal year. Most injuries occurred on station platforms or when customers fell onto the roadway. Twelve customers were injured on escalators and five customers were injured onboard trains. The most common factors for injuries are customer inattention/distraction, boarding/alighting, train motion (e.g. quick stops), and wet surfaces.

■ Non-Preventable
■ Preventable

3-Year Performance Trend

goal ↓

Key actions to sustain performance

► Continue station modernization improvements to reduce hazards that result in slip/trip/fall and train door injuries.
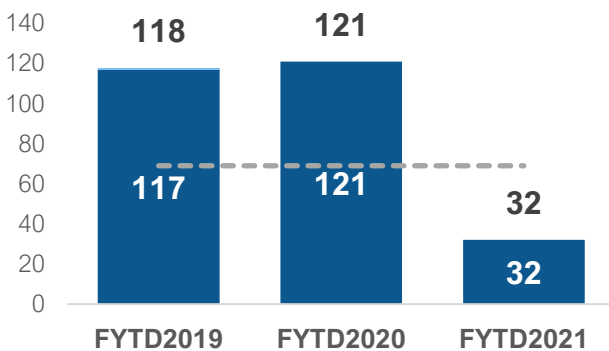
● Metrobus Customer Injuries | **57** injuries
-- FYTD Target ≤ 58

Metrobus experienced 57 customer injuries during the first half of FY21, meeting target. These 57 injuries result in a rate of 2.3 per million passengers.

The top two types of injuries this fiscal year are slips, trips and falls (32 injuries) and collisions (15 injuries). There were about half has many of these injury types this fiscal year compared to FY20. Injuries most frequently occur when the bus is in motion (e.g., during hard braking events) and when customers are boarding or alighting vehicles.

■ Non-Preventable
■ Preventable

3-Year Performance Trend

goal ↓
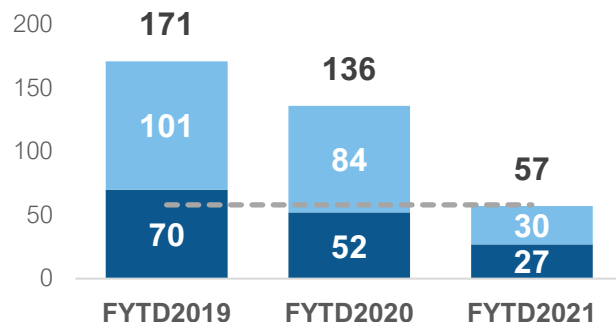
MetroAccess Customer Injuries | **6** injuries
-- FYTD Target ≤ 17

Non-Preventable
Preventable

MetroAccess experienced six customer injuries resulting in a rate of 1.2 per 100,000 passenger trips during the first half of FY21, meeting target.

There were five preventable injuries and one non-preventable injury. The injuries were due to collisions (2) and slips, trips and falls (4). Slips, trips, and falls have seen the biggest reductions relative to FY20.

3-Year Performance Trend

goal
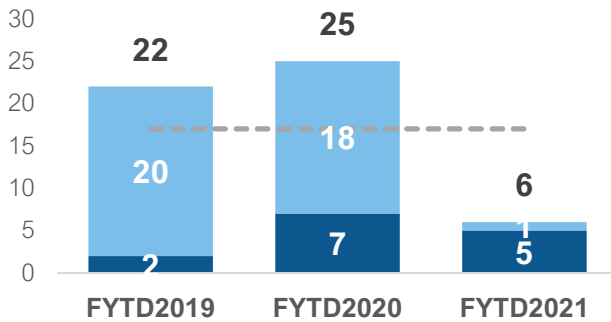
EMPLOYEE INJURY RATE

🟢 Rail System Employee Injury Rate | **2.8** per 100 employees
– – Target ≤ 3.5

During the first half of FY21, rail system personnel experienced an injury rate of 2.8 injuries per 100 employees, which outperformed the target rate of 3.5 injuries per 100 employees.

Seventy-six rail system personnel were injured during the first quarter. The most common injury types were slips, trips, and falls, struck by or against an object, and assaults/stress. Rail Transportation staff, including operators and station managers, account for the majority of injuries. Injuries among maintenance staff are mostly ergonomic-related (e.g., when lifting or lowering materials).

3-Year Performance Trend

goal ↓

	FYTD2019	FYTD2020	FYTD2021
Total	3.6	3.7	2.8
Non-Preventable	1.0	1.1	0.9
Preventable	2.6	2.6	1.9
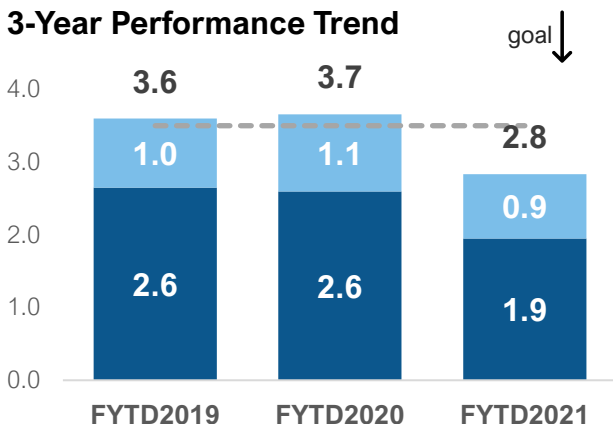
Key actions to sustain performance

► Encourage Safety Observations and use data to identify and proactively address unsafe behaviors.

🟢 Bus Employee Injury Rate | **8.6** per 100 employees
– – Target ≤ 11.2

■ Non-Preventable
■ Preventable
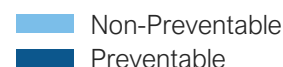
Metrobus had an employee injury rate of 8.6 injuries per 100 employees during the first half of FY21, meeting target of 11.2 injuries per 100 employees.

Through Q2 124 bus personnel were injured. The top injury types were collision-related (44), slips, trips, and falls (21), and assault/stress (17). Compared to FY20, collision-related injuries decreased by six percent and slips, trips and falls fell by 19 percent.

3-Year Performance Trend

goal ↓

	FYTD2019	FYTD2020	FYTD2021
Total	11.5	12.2	8.6
Non-Preventable	6.6	6.5	4.8
Preventable	4.9	5.7	3.8
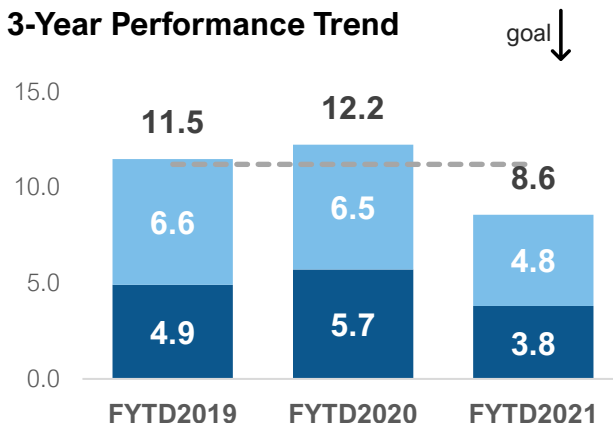
Key actions to improve performance

► Conduct safety observations and develop safety campaigns targeting specific injury types and known risky behaviors.

BUS COLLISION RATE

NTD Bus Collision Rate | **2.9** per million miles
- - Target ≤ 3.7

Metrobus experienced a serious collision rate of 2.9 per million miles during the first half of FY21, meeting target and a 26% improvement from the same time last fiscal year.

There were 47 serious collisions that resulted in over 40 customers being transported away from the scene during the first half of the fiscal year. Overall serious collisions are about six percent of all bus collisions. Less traffic resulting from the pandemic has contributed to improvements in the collision rate.

3-Year Performance Trend

goal ↓

	FYTD2019	FYTD2020	FYTD2021
Total	5.0	3.9	2.9
Light blue	2.9	2.0	1.7
Dark blue	2.1	1.9	1.2
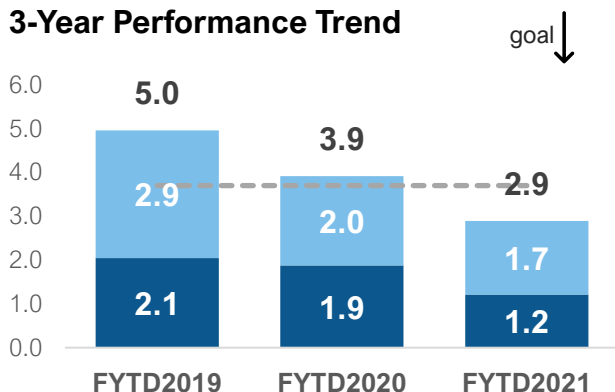
Key actions to improve performance

► With the initial pilot now concluded, Bus Services is working now to advance procurement of collision avoidance technologies, such as Blind Spot Warnings and object detection, to decrease the number of bus collisions.

► Evaluate the bus operator training program to improve driving techniques for new and existing operators and use of existing forward-facing cameras to coach operators who have been involved in collisions.

Note: Metrobus tracks and reports serious collisions to the National Transit Database (NTD). A serious collision is one resulting in customer or employee injuries requiring immediate medical attention away from the scene, towaway of any vehicles involved, or combined property damage greater than $25,000. This is a subset of all collisions, representing about six percent.

Rail Collisions | **2** collisions

-- FYTD Target ≤ 4

Metrorail had two National Transit Database (NTD) reportable rail collisions during the first half of FY21, better than target and a decrease of three collisions from FY20.

Both collisions involved the unintentional coupling of trains in a yard. Neither resulted in any injuries or major damages to the vehicles involved. Investigations have identified the following causal factors, which staff are working to address: failure to follow procedures, improper railcar storage (e.g., stored too close), and attempting to uncouple while on a downgrade portion of the track.

3-Year Performance Trend
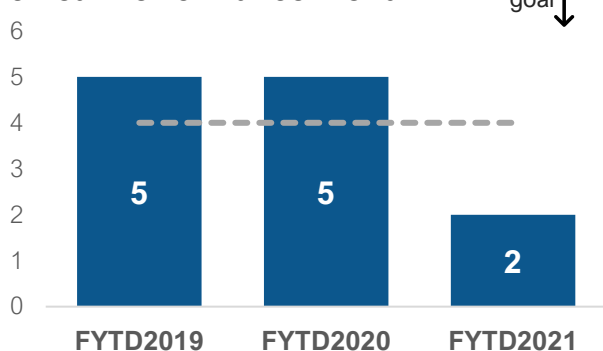
FY2021 Trend
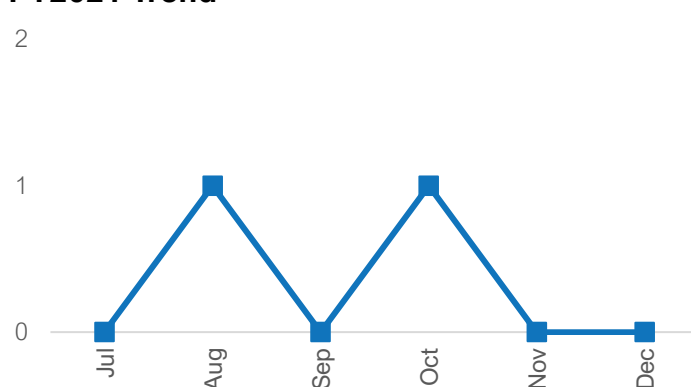
Derailments | **2** incidents

-- FYTD Target ≤ 2

There were two derailments in the first half of FY21, a decrease of two incidents from the same period last fiscal year.

Both incidents occurred in July with one involving a train on the mainline – the first mainline train derailment with customers aboard since January 2018 – and the other involving a roadway maintenance machine in a yard. The mainline train derailment event occurred following a red signal overrun and resulted in no injuries and minor damages. The other derailment that occurred involved a flat car being pushed by a prime mover in the yard, when the front trucks of the flat car left the rail. This event resulted in no injuries or damages.
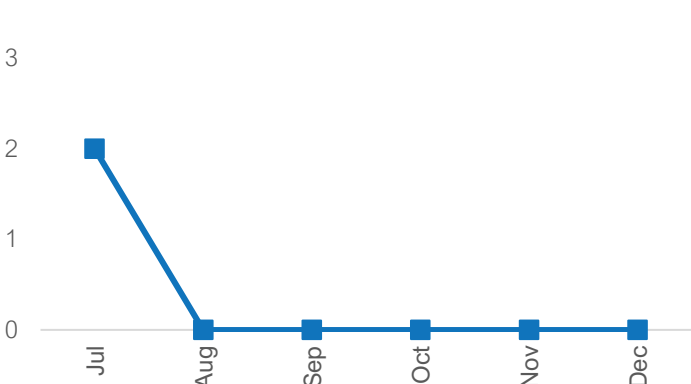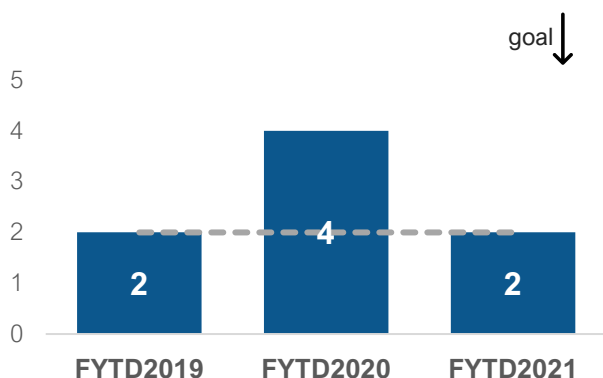
RAIL INCIDENTS

Fire Incidents | **17** incidents
-- FYTD Target ≤ 38

There were 17 NTD-reportable fires during the first half of FY21, better than target and a decrease of 27 compared to the same period last fiscal year.

Of the 17 fires, five involved arcing insulators or grounded track components, nine were non-electrical (e.g., debris-related), and three were related to station/facility equipment. When compared to the first half of FY20, non-electrical fires decreased 61 percent and insulator fires decreased 67 percent, including no insulator fires since September 2020. The stark decrease in non-electrical fires is likely related to decreased ridership associated with the pandemic, with fewer debris fires in stations and parking lots caused by normal combustible material (e.g., trash cans) . Metro continues to conduct trackbed and drain cleaning and install new, thermoplastic insulators to reduce arcing events.

3-Year Performance Trend

goal ↓

FYTD2019	FYTD2020	FYTD2021
36	44	17

FYTD21 by Type

Non-Electrical	Cable	Arcing Events	Train Component	Station Component
9	5	0	0	3
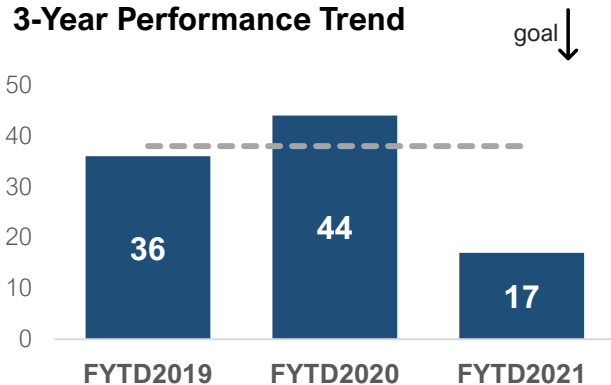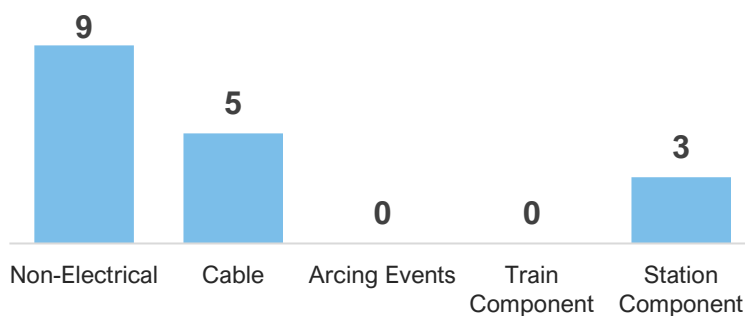
Red Signal Overruns | **10** incidents
-- FYTD Target ≤ 5

Metrorail vehicles overran a red signal 10 times during the first half of FY21, missing target and an increase of one compared to the same period last fiscal year.

Six events were in the yard, while four were on the mainline. All mainline events occurred at slow speeds (<15 miles per hour) as trains were leaving or entering stations and involvedoperators that had less than one year of experience. No passengers were injured. Three did not result in any damage to Metro equipment while one resulted in a derailment – the first in 18 months. Human factors were the main causal factors, including failed compliance with published policy and procedures and unfamiliarity with the track environment. In response, training simulators will be used to combat complacency, additional engineering solutions are being researched, a system-wide survey of signals will be completed, and a campaign to call-out signals will be piloted.

goal ↓

FYTD2019	FYTD2020	FYTD2021
2	9	10

Jul	Aug	Sep	Oct	Nov	Dec
1	0	2	1	2	4

QUALITY SERVICE TARGETS

Measure	FY21 target		Methodology
MyTripTime | % of customers on-time	**88%**	or ↑	Hold steady at FY2020 rate
Bus On-Time Performance | % of buses on-time	**75%**	or ↑	Hold steady at Q1 FY2021 rate
MetroAccess On-Time Performance | % of vans on-time	**90%**	or ↑	Hold steady at FY2020 rate
Rail Fleet Reliability | mean distance between failure	**15,000**	or ↑	7% improvement from 3-year average
Bus Fleet Reliability | mean distance between failure	**7,000**	or ↑	1% improvement from 3-year average
MetroAccess Fleet Reliability | mean distance between failure	**20,000**	or ↑	Hold steady at FY2020 rate
Elevator Availability | % available	**97%**	or ↑	Hold steady at FY2020 rate
Escalator Availability | % available	**92%**	or ↑	Hold steady at FY2020 rate
Available Track | % unavailable	**7.9%**	or ↓	Impact of Planned Track Work
Rail Crowding | % passenger time in crowded conditions	*N/A*		No target
Bus Crowding | % stops encountered by full bus	*N/A*		No target
Rail Customer Satisfaction	*N/A*		No target
Bus Customer Satisfaction	*N/A*		No target

QUALITY SERVICE

MyTripTime
Rail On-Time Performance ↑
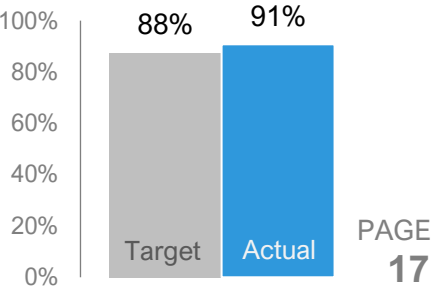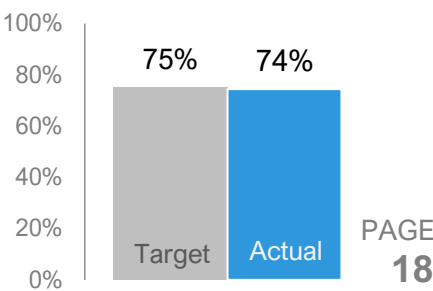
🟢

- Target: 88%
- Actual: 91%

(100% / 80% / 60% / 40% / 20% / 0%)

Metrobus
On-Time Performance ↑

🟡

- Target: 75%
- Actual: 74%

(100% / 80% / 60% / 40% / 20% / 0%)

MetroAccess
On-Time Pick-up Performance ↑

🟢

- Target: 90%
- Actual: 97%

(100% / 80% / 60% / 40% / 20% / 0%)

Rail Fleet Reliability ↑

🟢

- Target: 15,000
- Actual: 25,836

(30,000 / 25,000 / 20,000 / 15,000 / 10,000 / 5,000 / 0)

(no title) ↑

🟢

- Actual: 9,353
- (Target): 7,000

(10,000 / 8,000 / 6,000 / 4,000 / 2,000 / 0)

MetroAccess Fleet Reliability ↑

🟢

- Target: 20,000
- Actual: 23,999

(30,000 / 25,000 / 20,000 / 15,000 / 10,000 / 5,000 / 0)

Elevator Availability ↑

🟢

- Target: 97%
- Actual: 98%

(100% / 80% / 60% / 40% / 20% / 0%)

Escalator Availability ↑

🟢

- Target: 92%
- Actual: 94%

(100% / 80% / 60% / 40% / 20% / 0%)

Available Track ↓

🟢

- FYTD Target: 12.1%
- Actual: 7.8%

(14% / 12% / 10% / 8% / 6% / 4% / 2% / 0%)
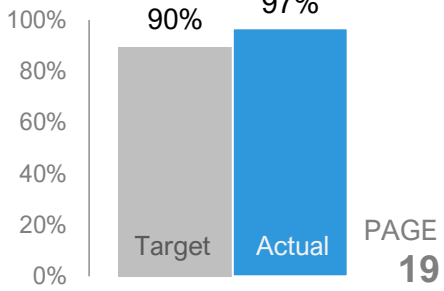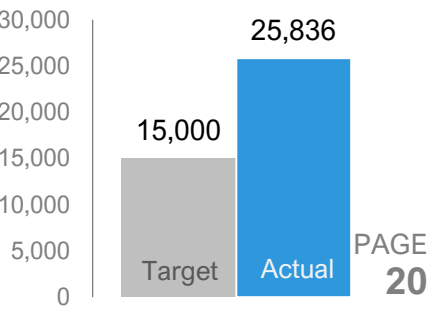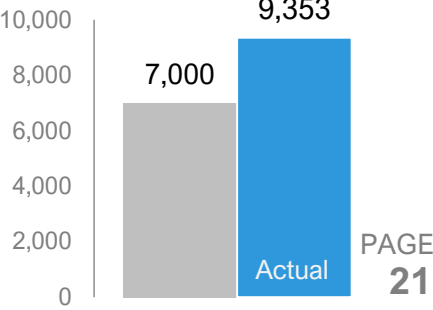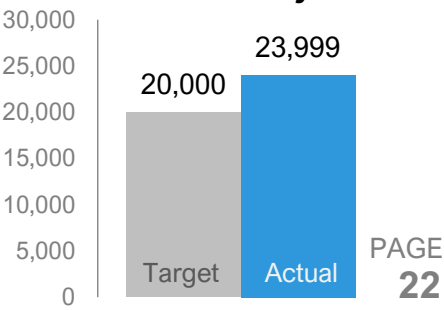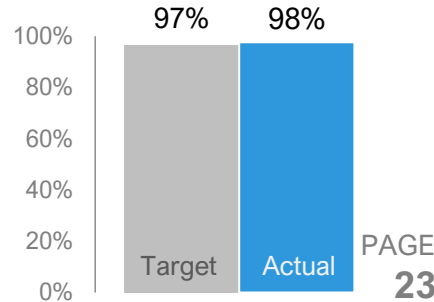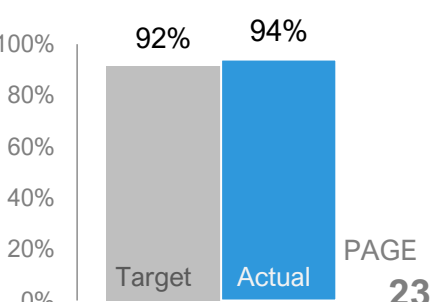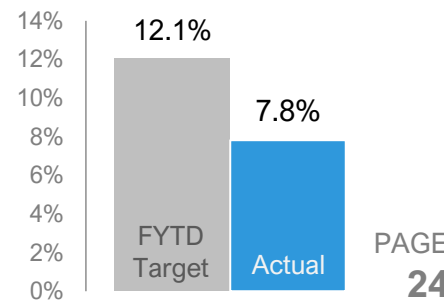
Legend

🟢 Met or above target | 🟡 Near target | 🔴 Target not met | ⚪ No target | ↑↓ Desired direction

In the first half of FY21, Metrorail customers completed 91% of their trips on-time, exceeding the target of 88%.

Rail on-time performance (OTP) has consistently surpassed the target through all six months this fiscal year.

What caused customers to not be on-time?

91% customers on-time
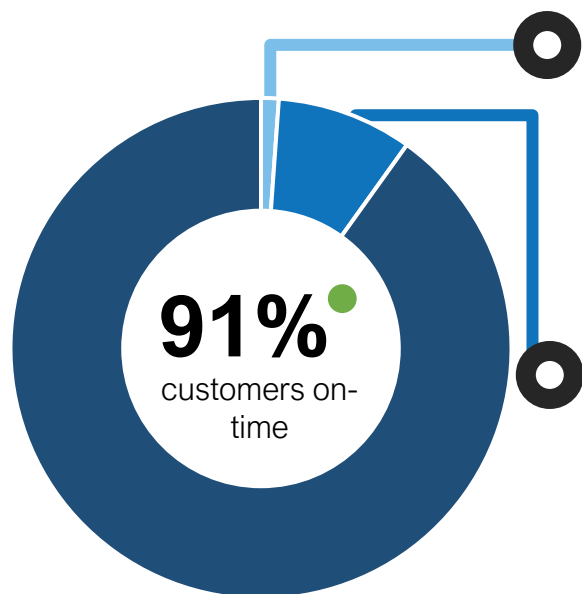
Target ≥ 88% on-time

Planned Delays

► **Planned track work** lowered OTP by approximately 1.2 percentage points.

► Planned track had the biggest impact during the first quarter, when summer track work projects closed all stations west of Ballston on Orange and Silver lines, and mini-surge works closed three to five stations at a time for maintenance and upgrades.

Unplanned Delays

► **Unplanned delays** lowered OTP by about 8.0 percentage points.

► **Railcars** accounted for 34 percentof unplanned delays, a four percent decrease relative to the same time period in FY20 thanks to continued improvements in railcar reliability.

► **Police activity and other customer-related incidents** accounted for 35 percent of delays with customer-related incidents (including sick passengers) increasing by six percent while police activity incidents remained unchanged.

► **Infrastructure failures, operations and others** accounted for 31 percent of delays.

Key actions to sustain performance

goal ↑

FYTD2019	FYTD2020	FYTD2021
87%	90%	91%
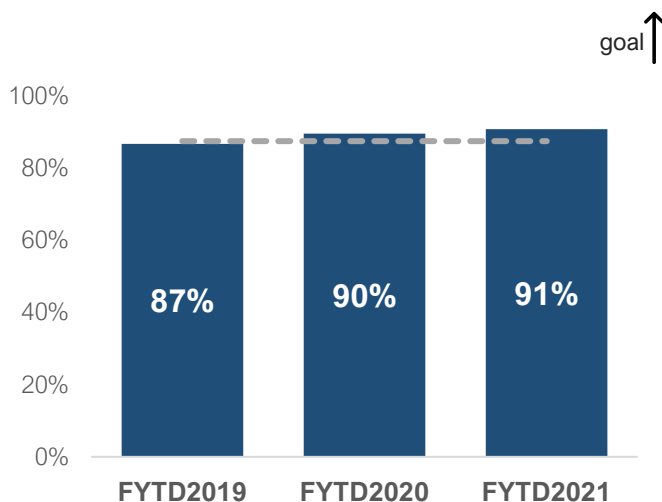
In the first half of FY21, 74% of buses were on-time, just shy of the target of 75%. Buses serving customers along Metro's six high-frequency routes were 60% on-time while 76% of buses serving other routes were on-time.

Overall reliability was impacted by buses running early as a result of less traffic. Early departures from key bus stops more than doubled compared to the same time last year while late departures decreased.

74%
buses departed
on-time
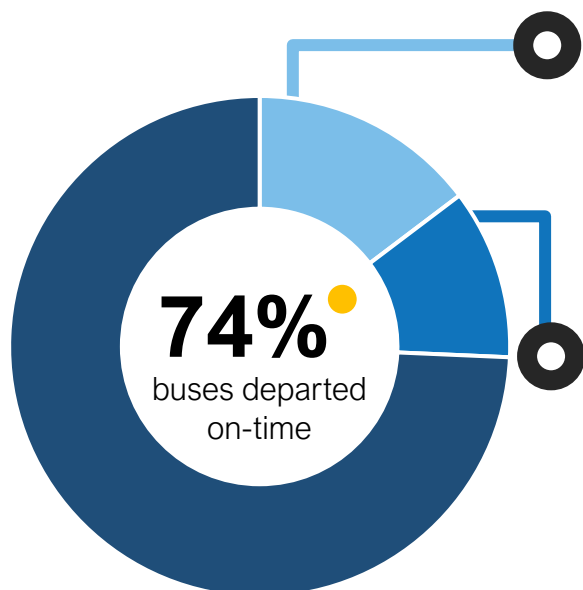
Target ≥ 75% on-time

Key actions to improve performance

► Implement a new schedule in mid-March 2021 that is adjusted to reflect reduced traffic levels.

► Continuing to advance the Bus Transformation Project, including partnering with DDOT to launch new car-free lanes, speeding up buses in the District of Columbia.

3-Year Performance Trend

goal ↑

Target ≥ 75%

FYTD2019	FYTD2020	FYTD2021
No data available	77%	74%
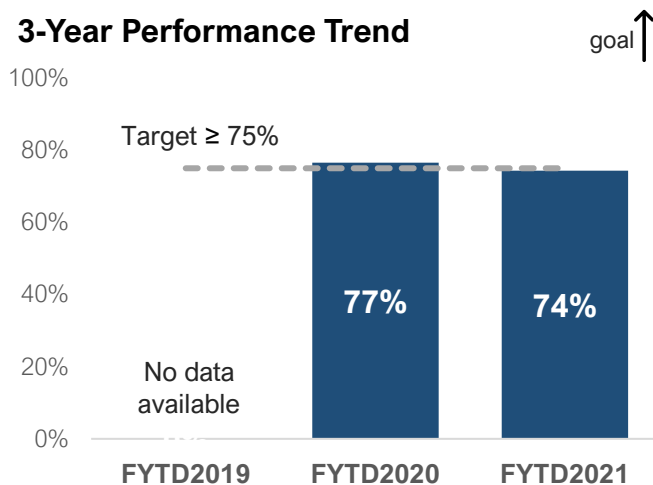
Through the second quarter of FY21, 97% of MetroAccess trips were on-time, exceeding the target of 90%.

What caused vehicles to not be on-time?

97%
vehicles arrived on-time
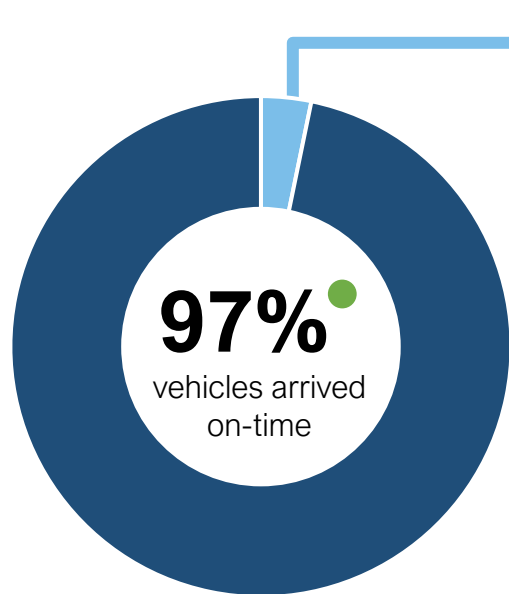
Target ≥ 90% on-time

Operations Related Delays

► Less traffic, reduced ridership, and the elimination of shared rides (where delays can cascade across customer trips) have led to strong on-time performance.

Key actions to sustain performance

goal

	FYTD2019	FYTD2020	FYTD2021
	92%	89%	97%

RAIL FLEET RELIABILITY
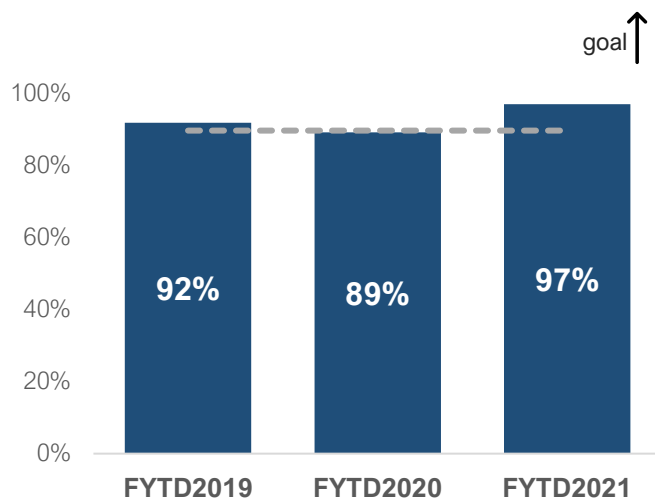
🟢 **Rail Fleet Reliability | 25,836** miles between failure
    --- Target ≥ 15,000

Throughout the first half of FY21, railcar performance continued to trend upward and hit record levels, driven by strong performance in the 7000-series fleet.

Railcar performance improved 44 percent compared to the same period in FY20. Metrorail averaged only eight failures per day in FY21, compared to 9.4 in FY20 and 16.9 in FY19. Strong railcar performance also contributed to strong customer on-time performance results—and smoother rides for customers. In late November following a train separation safety incident, Metro removed all 6000-series cars from service in order to fully investigate and understand the underlying factors and root causes. The removal of this fleet has not had an impact on fleet reliability or customer on-time performance.

2000-series | 0.3% of miles traveled

	FYTD2019	FYTD2020	FYTD2021
	8,550	10,283	8,416
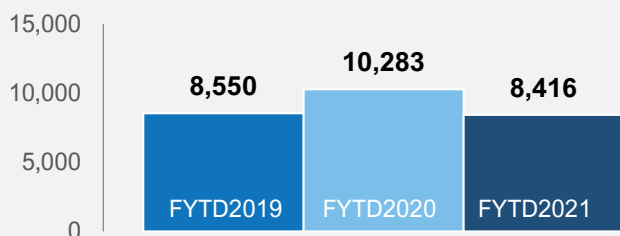
3000-series | 14% of miles traveled

	FYTD2019	FYTD2020	FYTD2021
	7,651	9,394	10,172
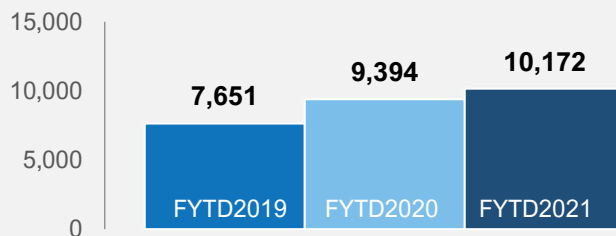
6000-series | 7% of miles traveled

	FYTD2019	FYTD2020	FYTD2021
	6,233	12,205	13,022
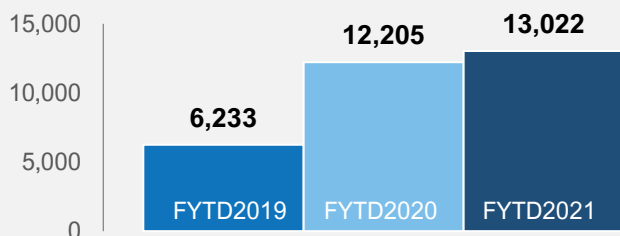
7000-series | 78% of miles traveled

	FYTD2019	FYTD2020	FYTD2021
	23,216	38,982	41,685

Key actions to sustain performance

goal ↑

	FYTD2019	FYTD2020	FYTD2021
	12,346	19,842	25,836
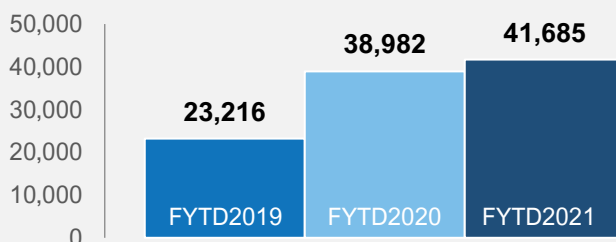
BUS FLEET RELIABILITY
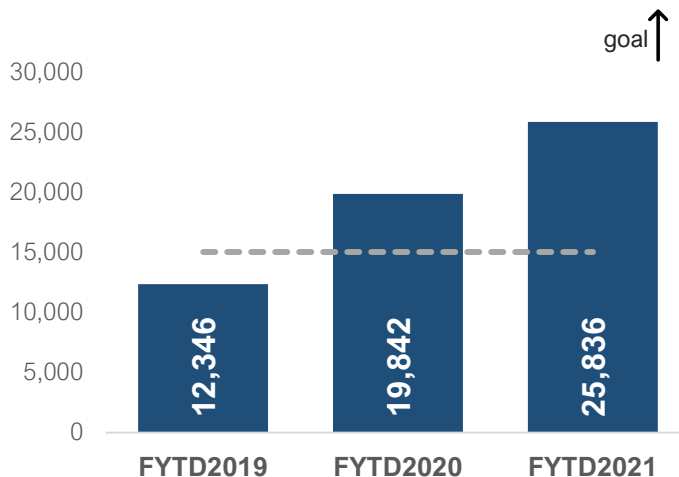
- **Bus Fleet Reliability | 9,348** miles between failure
  -- Target ≥ 7,000

Bus fleet performance reached record levels since Metro began measuring it in 2003, exceeding 9,300 miles between failures in the first half of FY21—better than the target of 7,000 and a 38% improvement compared to the same period last fiscal year thanks to improvements across all sub-fleets.

The compressed natural gas (CNG) fleet improved 17 percent compared to the same period last year, traveling just under 10,700 miles between failure while the hybrid fleet improved 41 percent, traveling about 9,300 miles between failure.

CNG | 27% of miles traveled

	FYTD2019	FYTD2020	FYTD2021
	7,300	9,101	10,648
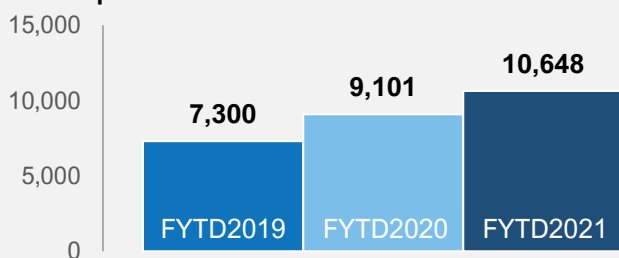
Hybrid | 65% of miles traveled

	FYTD2019	FYTD2020	FYTD2021
	6,731	6,600	9,312
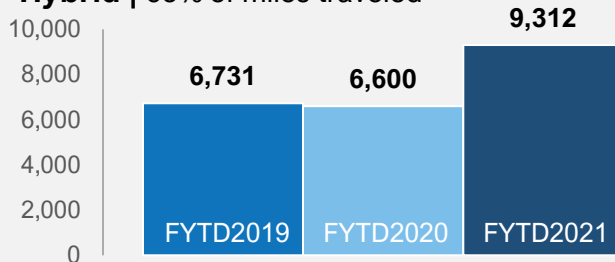
Clean Diesel | 8% of miles traveled

	FYTD2019	FYTD2020	FYTD2021
	3,272	4,103	6,802

Key actions to sustain performance

goal ↑

	FYTD2019	FYTD2020	FYTD2021
	6,322	6,769	9,348

●
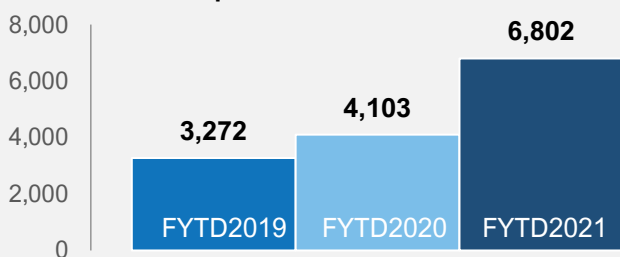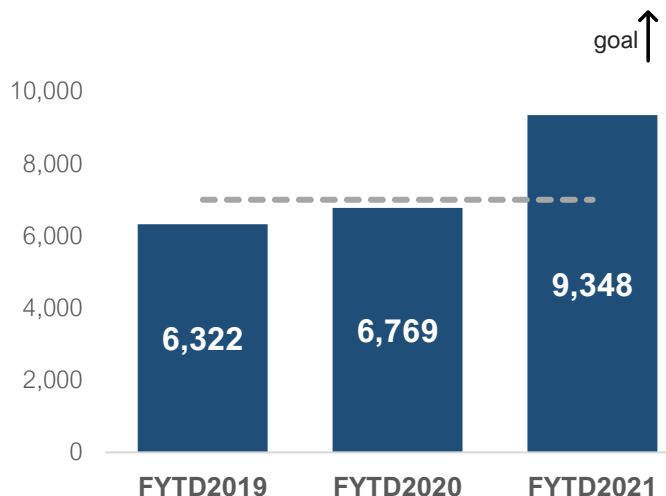
- - Target ≥ 20,000

Key actions to sustain performance

▶ MetroAccess has procured 177 sedans to replace aging Ford Transit vans, and will roll them out into revenue service in Q3 and Q4 of FY21.

▶ Staff continues to focus on key initiatives to improve fleet reliability and good state of repair, to include preventive maintenance inspections and quarterly fleet audits.

3-Year Performance Trend

goal ↑

	FYTD2019	FYTD2020	FYTD2021
	19,948	23,928	23,999
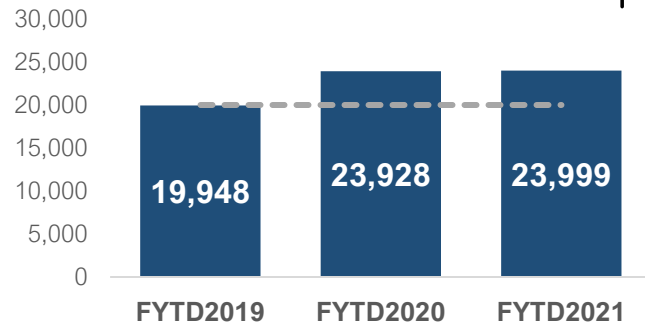
● Elevator Availability | **98%** available
---Target ≥ 97%

In the first half of FY21 elevators were available for use 98% of the time, meeting target and improving by one percentage point compared to the same period in FY20.

At any given time across Q1 and Q2, about 2 percent of elevators were out service, equivalent to about five or six elevators out of the total 275+ units across the system. About 60 percent of these outages were due to planned maintenance or capital work, with the rest due to system failures. Elevators went out of service less often during the first half of FY21 as compared to the same period in FY20, partially due to reliability improvements, but also resulting from significantly lower usage during the pandemic.

Key actions to sustain performance

▶ Continue current elevator renewal/replacement contract (89 out of 100 completed at the end of Q2).

▶ Collaborate with engineers to identify 100 more units in need of replacement for the next contract.

▶ Establish water remediation program to address failures related to water infiltration in elevator shafts.

3-Year Performance Trend

goal ↑

96%	97%	98%
FYTD2019	FYTD2020	FYTD2021
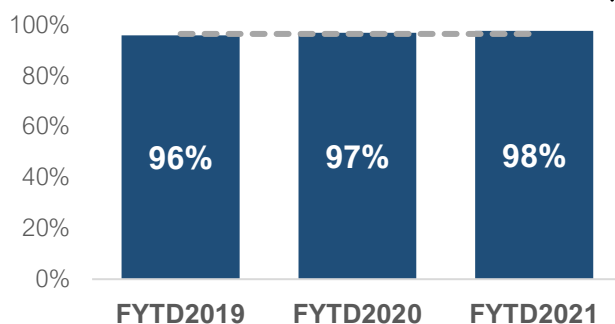
● Escalator Availability | **94%** available
---Target ≥ 92%

In the first half of FY21 escalators were available for use 94% of the time, exceeding target but ending one percentage point less than the same period in FY20.

At any given time, about six percent of escalators were out of service, equivalent to roughly 37 of the 600+ units across the system. Similar to elevator, about 60 percent of escalator outages were planned (including maintenance or capital work), with the rest resulting from unplanned unit outages. These outages occurred less frequently in Q1/Q2 than the same period in FY20; however, average repair times were higher due to the strain on workforce availability resulting from the pandemic.

goal ↑

93%	95%	94%
FYTD2019	FYTD2020	FYTD2021
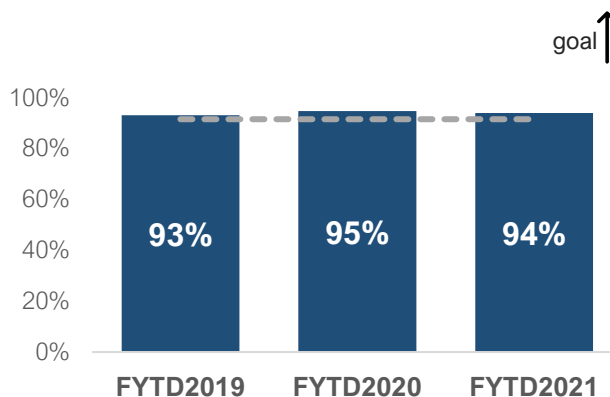
🟢 **7.8%** under performance restriction
-- FYTD Target ≤ 12.1%

In the first half of FY2021, 7.8% of track was under performance restriction, 4.3% below the FY21 year-to-date projection.

Cumulative guideway restrictions % | FY21 vs Target

Legend: ▬ FYTD21 Plan ▬ FYTD21 Actual

	Jul	Aug	Sep	Oct	Nov	Dec
Plan	18.8%	20.5%	15.2%	11.4%	9.2%	7.8%
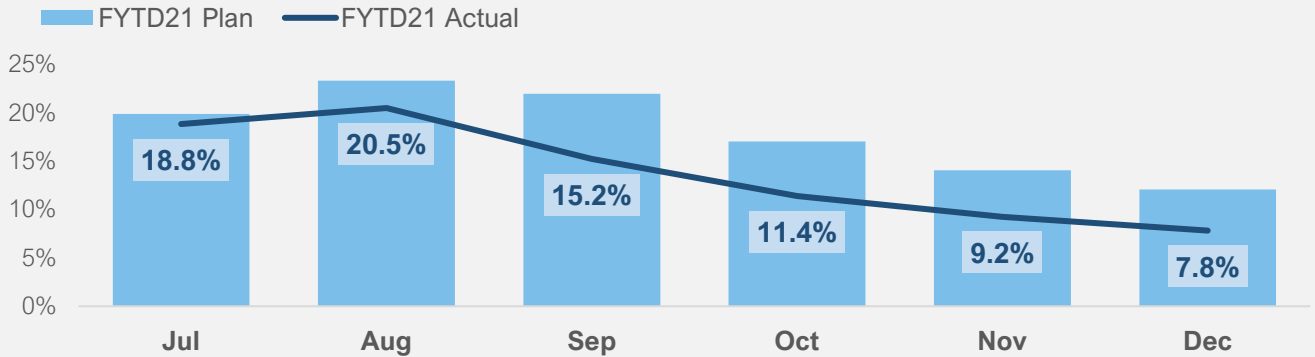
By December, Metro was performing better than projected, with an average of 7.8 percent of track "restricted" through the first six months of the year. Based on plans set at the end of last fiscal year, Metro expected significantly more guideway – 12.1 percent on average – to be restricted during this period. Performance was better than anticipated due to fewer condition-related restrictions, early completion of capital projects, and adjustment of plans – particularly related to the stalled Purple Line construction. Metro is on track to meet its annual target of no more than 7.9 percent of track under performance restriction on average.

Guideway restrictions include planned track work and unplanned condition-related speed restrictions. Planned work is the main reason guideway was unavailable. For the first six months in FY21, only 0.2 percent percent of track was restricted due to condition, well below the average of 0.6 percent in FY20. The remaining 7.6 percent was due to planned summer capital programs, including the shutdown of all Orange and Silver line stations west of Ballston, and short, localized shutdowns on a rolling basis.

goal ↓

	FYTD2019	FYTD2020	FYTD2021
	1.6%	6.0%	7.8%
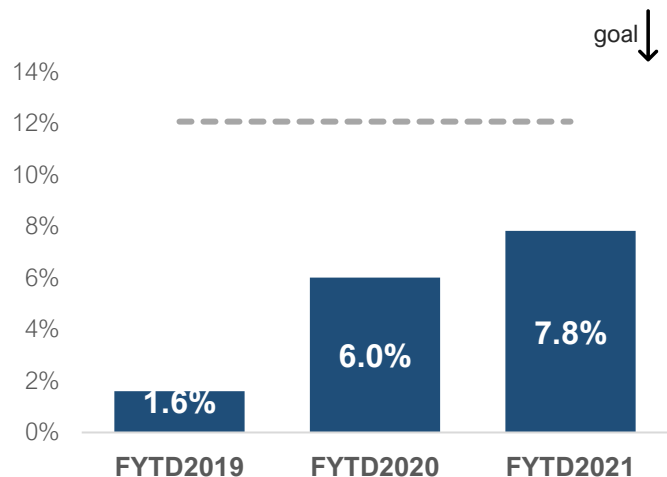
CROWDING

Metrorail Crowding | **0.3%** of passenger travel time with >23 passengers per car

Metrorail service levels during the first half of FY2021 have successfully supported social distancing during the pandemic; only 0.3% of passenger travel time was in crowded conditions (> 23 passenger per car).

Metrorail crowding peaked in July at 0.8 percent and declined to 0.2 percent in August as Metro added more trains and extended hours as part of the Covid-19 Recovery Plan beginning August 16th. Rail crowding levels have remained near 0.1 percent or below since. The jump in crowding in November is related to a first amendment protest on November 14th, when ridership briefly exceeded Metro's capacity guidelines.

FY2021 Trend

Jul	Aug	Sep	Oct	Nov	Dec
0.8%	0.2%	0.1%	0.0%	0.5%	0.1%

FY2021 Trend

Jul	Aug	Sep	Oct	Nov	Dec
7.4%	5.2%	3.5%	4.1%	3.7%	3.1%
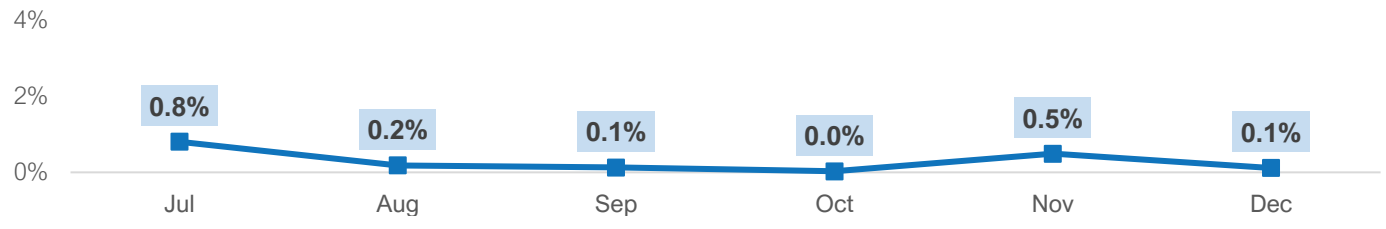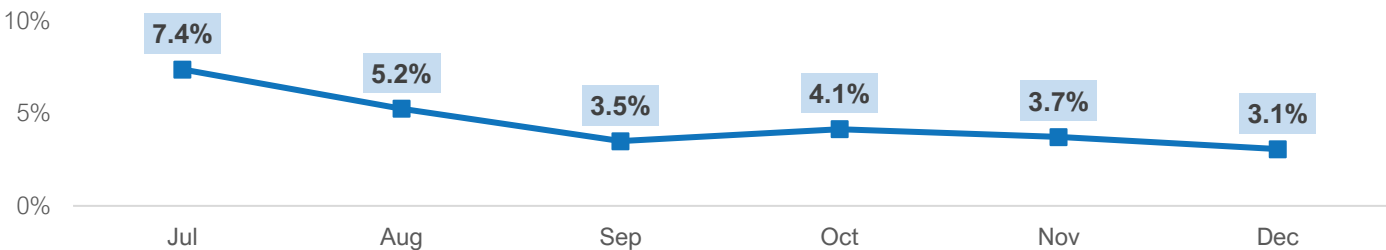
Crowding on bus and rail vehicles is closely monitored by Metro staff. However, staffing levels, fleet size, and the operating budget provide a hard cap on the amount of service that can be provided to meet demand and still enable CDC-guidelines for social distancing. As a result, a specific target for crowding metrics has not been set. Metro's focus remains to stay ahead of demand and provide as much service as is feasible given budget constraints and employee availability. Rail service levels are currently 80 percent of pre-pandemic levels, and staff are delivering 75-85 percent of pre-pandemic bus service.

FINANCIAL RESPONSIBILITY

$

5%
3%
1%
-1%
-3%
-5%

0%   0%

$
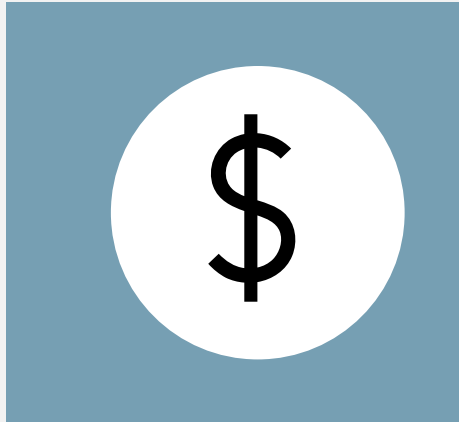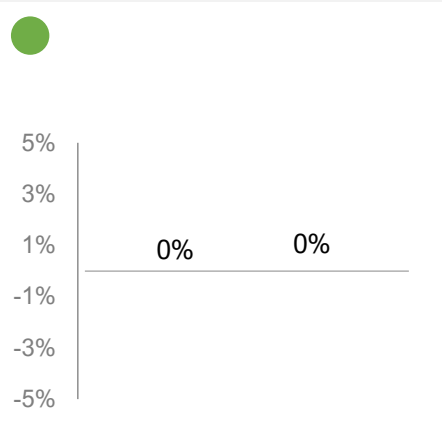
Legend

● Met or above target | ● Near target | ● Target not met | ● No target | ↑↓ Desired direction

Metro's net subsidy through the second quarter of FY21 was on budget. Operating expenses were $969.6 million or $53.0 million less than budget. Operating revenues were $59.7 million through Q2 (excluding CARES Act), funding six percent of operating expenses. Revenue losses from Covid-19, impacting ridership and non-passenger revenue, were offset by CARES Act funding as well as savings from overtime, paratransit and other services. Metro received CARES Act revenue totaling $431.7 million, of which $331.7 million was used to offset decreased revenue and $100.0 million replaced jurisdictional contributions that were reduced as a result of the pandemic; including CARES revenue, total revenue through Q2 was $491.4M.
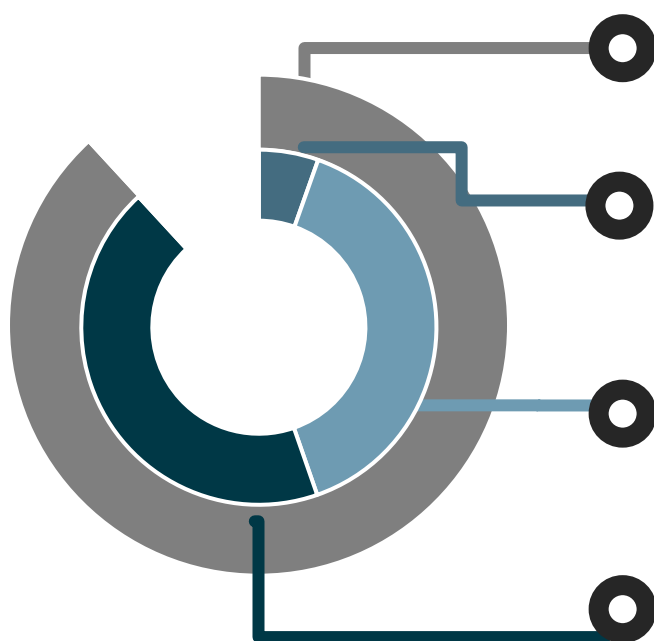
Revenue Operating revenues were $59.7 million through Q2 (excluding CARES Act), funding six percent of operating expenses. Including CARES Act, revenues totaled $491.4 million, funding 51% of operating expenses.

CARES Act Metro received $431.7 million in CARES Act funding through Q2 (including $100 million used for Jurisdictional Allocation), offsetting impacts from ridership and non-passenger revenue losses from Covid-19.

Subsidy Metro's net subsidy for the fiscal year was on budget at $578.2 million, consisting of $100 million of CARES Act funding and $478.2 million from the Jurisdictions.

RIDERSHIP

RIDERSHIP | FYTD BUDGET FORECAST 37.4 MILLION

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	26.5	25.7	24.4	27.8	23.6	22.1	22.1	21.9	26.0	27.4	27.5	26.4	150.1
FY2020	27.1	25.7	26.3	29.0	24.5	24.4	25.4	24.1	14.4	2.7	2.9	4.4	157.0
FY2021	4.9	5.2	6.9	7.2	6.6	6.6							37.4

RIDERSHIP | FYTD BUDGET FORECAST 37.4 MILLION

	FY2021	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
RAIL	Forecast	1,735,567	2,287,443	3,043,772	4,014,506	3,385,377	1,958,262							16,424,927
RAIL	**Actual**	**1,601,976**	**1,841,935**	**2,195,106**	**2,348,341**	**2,080,774**	**1,948,341**							**12,016,473**
BUS	Forecast	2,019,830	2,019,830	2,094,294	4,199,151	3,605,220	3,973,720							17,912,044
BUS	Actual: Farebox	709,492	737,206	953,181	1,102,203	962,554	1,028,820							5,493,456
BUS	Actual: Metro Operated Shuttle	414	524	21,075	22,472	20,215	21,009							85,709
BUS	Actual: APC	3,171,448	3,319,293	4,625,387	4,755,960	4,382,524	4,560,117							24,814,729
BUS	**Actual: APC + Metro Shuttle**	**3,171,862**	**3,319,817**	**4,646,462**	**4,778,432**	**4,402,739**	**4,581,126**							**24,900,438**
ACCESS	Forecast	50,946	54,984	55,834	72,410	69,427	75,004							378,605
ACCESS	**Actual**	**76,888**	**79,746**	**85,061**	**90,975**	**82,753**	**84,523**							**499,946**
TOTAL	Forecast	3,806,343	4,362,257	5,193,901	8,286,066	7,060,024	6,006,985							34,715,577
TOTAL	Actual: Farebox + Metro Shuttle	2,388,770	2,659,411	3,254,423	3,563,991	3,146,296	3,082,693							18,095,584
TOTAL	**Actual: APC + Metro Shuttle**	**4,850,726**	**5,241,498**	**6,926,629**	**7,217,748**	**6,566,266**	**6,613,990**							**37,416,857**

QUALITY SERVICE

MYTRIPTIME RAIL CUSTOMER ON-TIME PERFORMANCE	TARGET 88%												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	86%	79%	90%	89%	87%	89%	90%	90%	89%	91%	90%	90%	87%
FY2020	89%	90%	89%	90%	90%	89%	92%	92%	92%	96%	96%	91%	90%
FY2021	93%	92%	91%	90%	90%	90%							91%

MYTRIPTIME RAIL CUSTOMER ON-TIME PERFORMANCE	BY LINE												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
RD Red Line	94%	94%	93%	93%	92%	92%							93%
BL Blue Line	96%	91%	88%	84%	86%	85%							88%
OR Orange Line	96%	91%	89%	86%	86%	87%							88%
GR Green Line	86%	91%	91%	91%	91%	90%							90%
YL Yellow Line	92%	91%	90%	88%	90%	89%							90%
SV Silver Line	99%	90%	89%	86%	82%	86%							87%

MYTRIPTIME RAIL 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]	95%	94%	92%	93%	91%	91%							93%
Midday [9:30AM-3PM]	92%	93%	92%	92%	93%	91%							92%
PM Rush [3PM-7PM]	94%	91%	88%	89%	88%	87%							89%
Evening [7PM-9:30PM]	91%	93%	92%	91%	93%	92%							92%
Late Night [9:30PM-12AM]	70%	95%	96%	95%	95%	95%							95%
Weekend	94%	90%	92%	84%	86%	90%							89%

QUALITY SERVICE

METROBUS ON-TIME PERFORMANCE | TARGET 75%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2020	78%	78%	74%	75%	76%	78%	78%	78%	78%	N/A	N/A	N/A	77%
FY2021	75%	75%	75%	75%	74%	74%							74%

METROBUS ON-TIME PERFORMANCE | BY TIME PERIOD

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Early [4AM-6AM]	79%	79%	79%	80%	78%	78%							79%
AM Peak [6AM-9AM]	77%	76%	75%	76%	75%	75%							76%
Midday [9AM-3PM]	74%	74%	75%	75%	74%	73%							74%
PM Peak [3PM-7PM]	74%	72%	71%	72%	71%	71%							72%
Early Night [7PM-11PM]	76%	77%	77%	76%	75%	76%							76%
Late Night [11PM-4AM]	70%	75%	78%	76%	73%	74%							75%

METROBUS ON-TIME PERFORMANCE | BY SERVICE TYPE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Headway Service	57%	57%	57%	63%	62%	61%							60%
All Other Service	77%	76%	76%	76%	75%	75%							76%

METROACCESS ON-TIME PICK-UP PERFORMANCE | TARGET 90%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	92%	92%	92%	92%	90%	91%	90%	89%	89%	89%	86%	88%	92%
FY2020	89%	89%	87%	88%	90%	91%	91%	91%	93%	97%	97%	97%	89%
FY2021	97%	97%	97%	97%	97%	96%							97%

APPENDIX A | DATA TABLE
QUALITY SERVICE

RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN DELAY

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	124,123	119,755	145,352	141,878	161,039	162,407	134,683	146,531	238,078	198,102	265,139	194,907	140,871
FY2020	144,510	188,206	292,729	192,718	211,038	237,499	244,666	416,767	817,083	343,530	342,375	350,532	201,677
FY2021	257,108	229,463	198,095	237,311	222,876	296,163							234,541

RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN DELAY | BY RAILCAR SERIES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	N/A	N/A	N/A	N/A	4,224	105,184							54,704
3000 series	N/A	80,770	64,988	86,881	74,240	100,216							79,790
6000 series	N/A	133,107	104,044	244,479	292,119	N/A							157,791
7000 series	257,108	359,123	484,306	375,459	389,112	527,285							397,478

RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE | TARGET 15,000

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	10,073	10,671	11,092	14,010	14,075	15,929	14,019	14,397	19,737	19,810	16,752	16,418	12,346
FY2020	15,344	19,374	20,799	20,998	20,784	23,425	26,760	24,142	37,567	94,471	81,518	68,396	19,842
FY2021	48,762	27,890	13,882	34,393	31,244	33,847							25,836

RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE | BY RAILCAR SERIES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	N/A	N/A	N/A	N/A	1,408	10,518							8,416
3000 series	N/A	10,096	6,093	13,774	11,548	14,666							10,172
6000 series	N/A	13,652	9,147	17,463	17,183	N/A							13,022
7000 series	48,762	45,934	21,744	63,330	58,143	49,154							41,685

QUALITY SERVICE

BUS FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE | TARGET 7,000

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	6,192	5,961	5,806	6,644	6,670	6,806	6,422	6,661	6,796	6,622	5,680	6,111	6,322
FY2020	6,166	6,001	6,066	7,006	7,788	8,527	8,533	7,785	10,506	12,758	14,028	10,310	6,769
FY2021	8,609	8,491	9,599	9,081	9,555	10,394							9,348

BUS FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE | BY FUEL TYPE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
CNG	10,769	10,665	11,066	10,954	9,574	11,032							10,648
HYBRID	8,149	7,766	9,294	9,029	10,246	11,282							9,312
CLEAN DIESEL	7,308	9,623	8,034	6,005	6,240	5,988							6,802
DIESEL	N/A	N/A	N/A	N/A	N/A	N/A							N/A

METROACCESS FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE | TARGET 20,000

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	17,799	18,439	22,233	24,753	19,501	18,321	21,611	21,471	21,884	26,116	25,402	25,626	19,948
FY2020	23,823	24,162	26,297	25,137	22,691	21,738	23,118	29,861	35,570	34,626	34,362	22,851	23,928
FY2021	18,965	18,589	22,287	34,104	25,943	30,214							23,999

QUALITY SERVICE

ELEVATOR AVAILABILITY | TARGET 97%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	95%	96%	95%	97%	96%	97%	96%	96%	97%	97%	97%	97%	96%
FY2020	96%	97%	97%	98%	97%	97%	97%	97%	96%	97%	98%	98%	97%
FY2021	97%	98%	97%	97%	98%	98%							98%

ESCALATOR AVAILABILITY | TARGET 92%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	93%	93%	92%	92%	94%	94%	94%	94%	94%	95%	94%	95%	93%
FY2020	94%	94%	94%	95%	95%	96%	96%	96%	97%	96%	96%	94%	95%
FY2021	94%	94%	94%	95%	94%	94%							94%

RAIL GUIDEWAY CONDITION: FTA REPORTABLE SPEED RESTRICTIONS | TARGET 7.9%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	0.2%	2.1%	0.3%	1.8%	1.6%	3.6%	0.3%	0.2%	0.0%	0.0%	0.0%	9.1%	1.6%
FY2020	10.0%	10.7%	10.7%	0.5%	2.3%	2.0%	0.1%	0.1%	0.1%	0.1%	0.0%	18.9%	6.0%
FY2021	18.8%	22.2%	4.7%	0.0%	0.6%	0.8%							7.8%

TRAINS IN SERVICE | TARGET 98%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	97%	98%	98%	97%	97%	98%	96%	97%	98%	98%	98%	99%	98%
FY2020	99%	99%	98%	98%	97%	97%	98%	100%	101%	107%	106%	109%	98%
FY2021	119%	102%	98%	100%	97%	93%							54%

QUALITY SERVICE

OFFLOADS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	88	91	69	79	75	83	94	76	58	58	65	99	485
FY2020	96	62	93	61	69	75	71	70	44	9	24	15	456
FY2021	15	30	49	37	41	41							213

METRORAIL CROWDING													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2020	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0%	0.2%	0.2%	0.2%	N/A
FY2021	0.8%	0.2%	0.1%	0.0%	0.5%	0.1%							0.3%

METRORAIL CROWDING	BY LINE												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
RD Red Line	1.6%	0.2%	0.0%	0.1%	0.1%	0.1%							0.3%
BL Blue Line	0.1%	0.1%	0.2%	0.0%	0.7%	0.0%							0.2%
OR Orange Line	0.1%	0.0%	0.2%	0.0%	2.4%	0.2%							0.5%
GR Green Line	1.1%	0.7%	0.1%	0.0%	0.0%	0.3%							0.4%
YL Yellow Line	0.0%	0.0%	0.3%	0.0%	0.2%	0.0%							0.1%
SV Silver Line	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%							0.0%

METRORAIL CROWDING	BY TIME PERIOD												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Weekday	0.9%	0.2%	0.0%	0.0%	0.0%	0.1%							0.2%
AM Rush [5AM-9:30AM]	1.0%	0.2%	0.1%	0.0%	0.0%	0.1%							0.2%
Midday [9:30AM-3PM]	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%
PM Rush [3PM-7PM]	1.7%	0.5%	0.0%	0.1%	0.0%	0.2%							0.3%
Evening [7PM-9:30PM]	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%
Late Night [9:30PM-12AM]	N/A	0.0%	0.0%	0.0%	0.0%	0.0%							0.0%

QUALITY SERVICE

METROBUS CROWDING

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2020	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6.3%	2.2%	3.0%	5.3%	N/A
FY2021	7.4%	5.2%	3.5%	4.1%	3.7%	3.1%							4.3%

METROBUS CROWDING | BY TIME PERIOD

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Weekday	6.9%	4.9%	3.3%	4.0%	3.6%	3.1%							4.2%
AM Early [4AM-6AM]	6.8%	4.3%	1.5%	1.9%	1.5%	1.4%							2.3%
AM Peak [6AM-9AM]	8.7%	4.6%	1.8%	1.9%	1.8%	1.5%							2.9%
Midday [9AM-3PM]	5.9%	4.9%	4.2%	5.0%	4.7%	4.1%							4.8%
PM Peak [3PM-7PM]	9.8%	6.7%	5.0%	6.2%	5.7%	4.8%							6.2%
Early Night [7PM-11PM]	3.9%	3.0%	1.7%	2.0%	1.0%	1.0%							2.0%
Late Night [11PM-4AM]	1.1%	0.6%	0.3%	0.5%	0.5%	0.4%							0.5%
Weekend	10.5%	6.8%	4.1%	4.7%	4.2%	3.0%							4.9%

METRORAIL CUSTOMER SATISFACTION RATING*

	Q1	Q2	Q3	Q4
FY2019	75%	73%	80%	76%
FY2020	79%	83%	85%	N/A
FY2021	N/A	N/A		

METROBUS CUSTOMER SATISFACTION RATING*

	Q1	Q2	Q3	Q4
FY2019	71%	77%	75%	76%
FY2020	76%	79%	76%	N/A
FY2021	64%	84%		

*Due to significant decreases in ridership, Metro was not able to collect enough survey data to reliably measure Customer Satisfaction for Metrorail during the pandemic period to date (March to December 2020). The sample size for Metrobus was larger than Rail's, but smaller than usual; given the higher margin of error, BUS results are directional only.

SAFETY & SECURITY

PART I CRIMES PER MILLION PASSENGERS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	3.4	4.3	3.7	3.6	3.8	3.8	4.3	3.2	3.0	3.3	3.8	5.2	3.7
FY2020	4.6	4.1	5.6	6.4	4.1	4.8	3.5	4.2	4.9	12.7	15.2	11.8	5.0
FY2021	11.1	13.2	8.4	8.2	8.4	8.3							9.4

PART I CRIMES | TARGET ≤ 840

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	89	110	90	99	90	83	96	71	78	91	104	137	561
FY2020	125	106	147	187	100	118	88	101	71	34	44	52	783
FY2021	54	69	58	59	55	55							350

PART I CRIMES | BY TYPE

FY2021	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Property Crime	**27**	**45**	**37**	**38**	**34**	**32**							**213**
Larceny	1	3	9	8	14	7							42
Larceny (Other)	24	40	26	29	17	20							156
Burglary	0	0	0	0	0	0							0
Motor Vehicle Theft	2	2	1	1	0	5							11
Attempted MV Theft	0	0	1	0	2	0							3
Arson	0	0	0	0	1	0							1
Violent Crime	**17**	**12**	**8**	**10**	**13**	**11**							**71**
Aggravated Assault	16	12	8	9	13	11							69
Rape	1	0	0	1	0	0							2
Robbery	0	0	0	0	0	0							0
FY2021 Part I Crimes	**54**	**69**	**58**	**59**	**55**	**55**							**350**
FY2021 Homicides	0	0	0	0	0	0							0

SAFETY & SECURITY

CUSTOMER INJURIES PER MILLION PASSENGERS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	2.4	1.8	2.7	1.9	1.7	1.9	1.9	2.5	1.8	1.9	1.9	2.4	2.1
FY2020	1.8	1.4	1.9	1.5	2.0	2.2	1.5	1.9	1.5	3.4	3.5	3.0	1.8
FY2021	3.3	2.7	1.2	3.2	2.4	2.7							2.5

METRORAIL CUSTOMER INJURIES PER MILLION PASSENGERS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	**2.1**	**1.2**	**1.2**	**1.3**	**1.3**	**1.1**	**1.8**	**2.1**	**1.3**	**1.2**	**1.2**	**1.1**	**1.4**
Non-Preventable	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Preventable	2.1	1.2	1.2	1.3	1.3	1.1	1.8	2.1	1.3	1.2	1.2	1.1	1.4
FY2020	**1.6**	**1.2**	**1.2**	**0.9**	**1.1**	**1.9**	**1.5**	**1.8**	**1.6**	**3.3**	**7.2**	**3.6**	**1.3**
Non-Preventable	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Preventable	1.6	1.2	1.2	0.9	1.1	1.9	1.5	1.8	1.6	3.3	7.2	3.6	1.3
FY2021	**3.1**	**2.2**	**1.8**	**2.6**	**4.3**	**2.1**							**2.7**
Non-Preventable	0.0	0.0	0.0	0.0	0.0	0.0							0.0
Preventable	3.1	2.2	1.8	2.6	4.3	2.1							2.7

SAFETY & SECURITY

METROBUS CUSTOMER INJURIES PER MILLION PASSENGERS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	**2.4**	**2.1**	**4.6**	**2.6**	**1.9**	**2.6**	**1.4**	**2.5**	**2.1**	**2.4**	**2.7**	**4.0**	**2.7**
Non-Preventable	1.0	1.5	3.2	1.1	1.0	1.9	1.1	0.8	1.6	1.2	0.5	2.3	1.6
Preventable	1.3	0.6	1.4	1.6	0.9	0.7	0.3	1.8	0.5	1.3	2.1	1.7	1.1
FY2020	**1.8**	**1.3**	**2.7**	**2.0**	**2.8**	**2.3**	**1.4**	**1.9**	**1.5**	**2.9**	**1.1**	**2.7**	**2.1**
Non-Preventable	1.3	1.0	1.2	1.0	1.7	1.8	1.0	1.4	0.9	1.7	0.0	1.0	1.3
Preventable	0.5	0.4	1.5	1.1	1.0	0.5	0.4	0.5	0.6	1.2	1.1	1.7	0.8
FY2021	**3.2**	**2.7**	**0.9**	**3.1**	**1.1**	**3.1**							**2.3**
Non-Preventable	1.6	1.3	3.1	7.0	4.0	8.6							1.2
Preventable	1.6	10.1	1.0	6.1	1.0	4.8							1.1

METROACCESS CUSTOMER INJURIES PER 100,000 PASSENGERS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	**2.5**	**2.4**	**1.1**	**1.4**	**2.1**	**1.7**	**3.4**	**2.8**	**2.5**	**2.9**	**1.0**	**2.6**	**0.0**
Non-Preventable	2.5	2.4	1.1	0.5	2.1	1.7	2.8	1.7	2.0	1.5	0.5	1.5	1.7
Preventable	0.0	0.0	0.0	0.9	0.0	0.0	0.6	1.1	0.5	1.5	0.5	1.0	0.2
FY2020	**2.5**	**2.0**	**1.6**	**1.9**	**3.3**	**1.7**	**0.6**	**1.2**	**0.0**	**2.0**	**1.9**	**0.0**	**2.2**
Non-Preventable	1.0	1.0	1.6	1.4	3.3	1.2	0.6	0.6	0.0	2.0	0.0	0.0	1.6
Preventable	1.5	1.0	0.0	0.5	0.0	0.6	0.0	0.6	0.0	0.0	1.9	0.0	0.6
FY2021	**1.3**	**1.3**		**2.2**	**2.4**								**1.2**
Non-Preventable	13.0	0.0	0.0	0.0	0.0	0.0							2.0
Preventable	0.0	12.5	0.0	22.0	24.2	0.0							10.0

CUSTOMER INJURIES | TARGET ≤ 366

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	63	46	66	54	41	41	41	54	46	51	51	64	311
FY2020	50	36	51	43	49	53	37	46	22	9	10	13	282
FY2021	16	14	8	23	16	18							95

METRORAIL CUSTOMER INJURIES | TARGET ≤ 177

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	**33**	**17**	**16**	**21**	**18**	**13**	**22**	**26**	**20**	**20**	**19**	**17**	**118**
Non-Preventable	0	0	0	0	1	0	0	0	0	0	0	0	1
Preventable	33	17	16	21	17	13	22	26	20	20	19	17	117
FY2020	**26**	**18**	**19**	**16**	**16**	**26**	**22**	**25**	**12**	**3**	**7**	**5**	**121**
Non-Preventable	0	0	0	0	0	0	0	0	0	0	0	0	0
Preventable	26	18	19	16	16	26	22	25	12	3	7	5	121
FY2021	**5**	**4**	**4**	**6**	**9**	**4**							**32**
Non-Preventable	0	0	0	0	0	0							0
Preventable	5	4	4	6	9	4							32

SAFETY & SECURITY

METROBUS CUSTOMER INJURIES | TARGET ≤ 154

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	**25**	**24**	**48**	**30**	**19**	**25**	**13**	**23**	**21**	**25**	**30**	**42**	**171**
Non-Preventable	11	17	33	12	10	18	10	7	16	12	6	24	101
Preventable	14	7	15	18	9	7	3	16	5	13	24	18	70
FY2020	**19**	**14**	**29**	**23**	**27**	**24**	**14**	**19**	**10**	**5**	**2**	**8**	**136**
Non-Preventable	14	10	13	11	17	19	10	14	6	3	0	3	84
Preventable	5	4	16	12	10	5	4	5	4	2	2	5	52
FY2021	**10**	**9**	**4**	**15**	**5**	**14**							**57**
Non-Preventable	5	1	3	8	4	9							30
Preventable	5	8	1	7	1	5							27

METROACCESS CUSTOMER INJURIES | TARGET ≤ 35

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	**5**	**5**	**2**	**3**	**4**	**3**	**6**	**5**	**5**	**6**	**2**	**5**	**22**
Non-Preventable	5	5	2	1	4	3	5	3	4	3	1	3	20
Preventable	0	0	0	2	0	0	1	2	1	3	1	2	2
FY2020	**5**	**4**	**3**	**4**	**6**	**3**	**1**	**2**	**0**	**1**	**1**	**0**	**25**
Non-Preventable	2	2	3	3	6	2	1	1	0	1	0	0	18
Preventable	3	2	0	1	0	1	0	1	0	0	1	0	7
FY2021	**1**	**1**	**0**	**2**	**2**	**0**							**6**
Non-Preventable	1	0	0	0	0	0							1
Preventable	0	1	0	2	2	0							5

SAFETY & SECURITY

EMPLOYEE INJURIES PER 200,000 WORK HOURS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	5.8	5.6	6.5	6.8	5.2	8.1	5.9	7.1	5.5	5.4	5.5	7.2	6.3
FY2020	7.0	8.7	6.5	8.1	5.7	5.6	6.7	4.8	4.2	1.7	2.1	1.7	7.0
FY2021	4.0	2.9	4.6	5.3	4.4	5.5							4.5

RAIL SYSTEM EMPLOYEE INJURIES PER 200,000 WORK HOURS | TARGET ≤ 3.5

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	**4.9**	**3.1**	**4.0**	**2.3**	**2.9**	**4.5**	**3.1**	**4.7**	**3.7**	**2.2**	**3.7**	**2.3**	**3.6**
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	1.0
Preventable	3.9	2.3	3.0	1.6	2.1	3.2	2.5	4.3	2.4	1.8	2.9	2.1	2.6
FY2020	**3.7**	**5.2**	**3.5**	**4.0**	**2.5**	**2.9**	**2.7**	**3.4**	**3.1**	**1.5**	**0.9**	**1.1**	**3.7**
Non-Preventable	1.7	1.0	0.8	1.1	0.6	1.0	0.8	0.6	1.1	0.3	0.6	0.6	1.1
Preventable	1.9	4.3	2.6	2.9	1.9	1.9	1.9	2.7	2.0	1.2	0.3	0.6	2.6
FY2021	**1.3**	**2.0**	**3.6**	**3.5**	**2.8**	**3.6**							**2.8**
Non-Preventable	0.0	0.2	0.6	1.0	1.1	2.1							0.9
Preventable	1.3	1.7	3.0	2.5	1.6	1.5							1.9

SAFETY & SECURITY

BUS EMPLOYEE INJURIES PER 200,000 WORK HOURS	TARGET ≤ 11.2												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	**8.2**	**10.0**	**10.4**	**16.1**	**9.8**	**14.2**	**11.0**	**11.2**	**7.8**	**11.5**	**9.3**	**14.7**	**11.5**
Non-Preventable	5.5	4.3	7.5	9.2	4.4	8.5	4.3	5.8	4.4	6.5	4.8	8.8	6.6
Preventable	2.7	5.7	2.9	6.9	5.4	5.7	6.7	5.4	3.4	5.0	4.5	5.9	4.9
FY2020	**13.3**	**15.2**	**11.2**	**13.4**	**8.4**	**11.3**	**15.3**	**7.8**	**8.0**	**2.5**	**4.1**	**3.4**	**12.2**
Non-Preventable	8.2	7.9	4.6	6.8	5.1	6.1	8.4	5.1	4.2	1.0	1.0	1.9	6.5
Preventable	5.1	7.3	6.6	6.5	3.4	5.2	6.9	2.7	3.8	1.5	3.0	1.5	5.7
FY2021	**7.6**	**6.5**	**7.6**	**10.5**	**8.8**	**10.3**							**8.6**
Non-Preventable	4.5	2.6	3.3	5.9	6.0	6.2							4.8
Preventable	3.0	3.9	4.4	4.6	2.8	4.0							3.8

NTD BUS COLLISIONS PER MILLION MILES	TARGET ≤ 3.7												
FY2019	**5.4**	**3.9**	**6.2**	**7.0**	**3.3**	**4.0**	**3.2**	**3.8**	**4.6**	**6.1**	**2.6**	**5.6**	**5.0**
Non-Preventable	3.2	3.0	3.6	3.6	1.5	2.5	2.0	1.4	3.1	4.4	1.2	2.9	2.9
Preventable	2.2	0.9	2.6	3.4	1.8	1.5	1.2	2.5	1.4	1.7	1.4	2.7	2.1
FY2020	**3.5**	**4.0**	**4.5**	**4.3**	**4.0**	**3.3**	**2.9**	**3.4**	**3.7**	**1.8**	**1.8**	**3.4**	**3.9**
Non-Preventable	2.1	1.9	2.2	2.1	1.6	2.3	2.2	2.1	1.0	1.2	0.6	2.8	2.0
Preventable	1.4	2.1	2.2	2.1	2.4	1.0	0.7	1.3	2.7	0.6	1.2	0.6	1.9
FY2021	**2.7**	**4.7**	**2.2**	**2.7**	**1.9**	**3.5**							**2.9**
Non-Preventable	1.6	2.5	0.9	1.5	1.6	2.1							1.7
Preventable	1.1	2.1	1.2	1.2	0.3	1.5							1.2

RAIL COLLISIONS | TARGET ≤ 7												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	3	2	0	0	0	0	0	1	2	1	1	0	5
FY2020	1	2	0	2	0	0	1	2	0	2	0	0	5
FY2021	0	1	0	1	0	0	0						2

DERAILMENTS | TARGET ≤ 4												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	**0**	**1**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**2**
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 Machine	0	1	0	0	1	0	0	0	0	0	1	0	2
FY2020	**1**	**2**	**1**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**4**
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 Machine	1	2	1	0	0	0	0	1	0	0	0	0	4
FY2021	**2**	**0**	**0**	**0**	**0**	**0**	**0**						**2**
Trains Carrying Customers	1	0	0	0	0	0	0						1
Trains with No Customers	0	0	0	0	0	0	0						0
Roadway Maintenance Machine	1	0	0	0	0	0	0						1

SAFETY & SECURITY

FIRE INCIDENTS | TARGET ≤ 66

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	**10**	**11**	**5**	**3**	**5**	**2**	**3**	**5**	**7**	**7**	**4**	**9**	**36**
Non-Electrical	4	1	1	2	4	2	3	3	3	4	3	4	14
Cable	0	3	0	0	0	0	0	0	0	0	0	0	3
Arcing Insulator	6	6	4	1	1	0	0	2	4	3	1	5	18
Train Component	0	1	0	0	0	0	0	0	0	0	0	0	1
Station Component	0	1	2	3	4	5	6	7	8	9	10	11	11
FY2020	**8**	**6**	**12**	**7**	**6**	**5**	**2**	**3**	**3**	**1**	**7**	**6**	**44**
Non-Electrical	4	4	10	5	5	1	1	1	3	0	1	2	29
Cable	0	2	0	0	0	0	0	0	0	0	0	0	2
Arcing Insulator	4	0	1	1	1	4	1	2	0	1	6	4	11
Train Component	0	0	1	0	0	0	0	0	0	0	0	0	1
Station Component	0	0	0	1	0	0	0	0	0	0	0	0	1
FY2021	**4**	**1**	**3**	**3**	**4**	**2**	**3**						**17**
Non-Electrical	1	0	1	3	3	1	3						9
Cable	0	0	0	0	0	0	0						0
Arcing Insulator	2	1	2	0	0	0	0						5
Train Component	0	0	0	0	0	0	0						0
Station Component	1	0	0	0	1	1	0						3

RED SIGNAL OVERRUNS | TARGET ≤ 11

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	0	0	1	0	0	1	0	0	3	0	3	2	2
FY2020	2	0	1	3	2	1	0	0	3	0	1	1	9
FY2021	1	0	2	1	2	4	0						10

SUPPORTING MEASURES

OPERATING FINANCIAL PERFORMANCE	TARGET 0%												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	0%	0%	0%	0%	0%	0%	0%	0%	0%	N/A	N/A	N/A	0%
FY2020	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
FY2021	0%	0%	0%	0%	0%	0%							0%

VACANCY RATE													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	7%	7%	6%	5%	5%	5%	5%	5%	6%	6%	6%	6%	5%
FY2020	6%	6%	6%	6%	6%	7%	7%	6%	6%	6%	6%	6%	7%

RIDERSHIP + SUPPORTING MEASURS

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 a 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. Metrobus totals also include shuttles* to accommodate rail station shutdowns and other track work. ► **MetroAccess** reports passenger trips. A fare paying passenger traveling from an origin to a destination is counted as one passenger trip. *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. Factors influencing vacancy rate can include: recruitement activities, training schedules, availability of talent, promotions, retirements, among other factors.

QUALITY SERVICE

KPI	How is it measured?	What does this mean and why is it key to our strategy?
MyTripTime **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 affect 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.
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 affect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by passengers.
MetroAccess On-Time Pick-up 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.

QUALITY SERVICE

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.
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.
MetroAccess Fleet Reliability	Mean Distance Between Failures (MDBF) The number of total miles traveled before a mechanical breakdown requiring the van to be removed from service or deviate from the schedule	Mean Distance Between Failures is used to monitor trends in vehicle breakdowns that cause vans to go out of service and to plan corrective actions. Factors that influence MetroAccess van fleet reliability include vehicle age, quality of maintenance program, original vehicle quality, and road conditions affected by inclement weather and road construction.

QUALITY SERVICE

KPI	How is it measured?	What does this mean and why is it key to our strategy?
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 x 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.
Available Track (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: Headway Adherence	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.

QUALITY SERVICE

KPI	How is it measured?	What does this mean and why is it key to our strategy?
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.
Offloads	Number of railcar offloads	An offload is any time all passengers traveling on a train must get off the train for any un-scheduled reason (e.g., not a turnback or planned removal from service). Offloads are a key driver of customer on-time performance and communicates the impact of Metro's maintenance and engineering programs on customer service. Factors that influence railcar offloads are railcar performance, rail infrastructure performance, rail operations policies, and customer behavior.
Rail Crowding	Percentage of passenger time spent on vehicles exceeding crowding guidelines Number of crowded passenger minutes ÷ Total number of passenger minutes	Crowding is a key driver of customer satisfaction with Metrorail service. Crowding measures the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards: ► Before Pandemic: 100 passengers per car ► Pandemic: 23 passengers per car Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can effect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Bus Crowding	Percentage of bus stops encountered by a bus that exceeds crowding guidelines Number of bus stops encountered by a crowded bus ÷ Total number of bus stops encountered	Crowding is a key driver of customer satisfaction with Metrobus service. Crowding measures the percentage of bus stops encountered by a bus that exceeds crowding guidelines per WMATA service standards: ► Before Pandemic: 120% of seated capacity during peak for BRT, framework, and coverage routes, 100% off peak and at all times on commuter routes ► Pandemic: 50% of seated capacity Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can affect crowding include: service reliability, missed trips insufficient schedule, or unusual demand. Note: Prior to the adoption of the Metrobus Service Guidelines in December 2020, crowding guidelines were 120% of seated load for all services except express bus during peak.
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 & SECURITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Crime	Reported Part I Crimes	Part I crimes reported to the 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. Uniform Crime Reporting, managed by the Federal Bureau of Investigation, include Part I offense classifications of Criminal Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Larceny, Motor Vehicle Theft, and Arson.
		This measure provides an indicator of the perception of safety and security customers experience when traveling the Metro system. Increases or decreases in crime can have a direct effect on whether customers feel safe in the system.
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. This measure includes customers injured during Metro operations when the injury is considered serious or requires immediate medical attention away from the scene.
		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 based on OSHA 1904 Recordkeeping Criteria, when the injury is (a) work related; and, (b) one or more of the following happens to the employee: 1) fatality, 2) injury or illness that results in loss of consciousness, days away from work, restricted work, or job transfer 3) receives medical treatment above first aid, 4) diagnosed case of cancer, chronic irreversible diseases, fractured or cracked bones or teeth, and punctured eardrums, 5) special cases involving needlesticks and sharps injuries, medical removal, hearing loss, and tuberculosis.
		Per the Occupational Safety and Health Act, employers are obligated to provide a workplace free of recognized hazards which may cause employee death or serious injury. OSHA recordable injuries are a key indicator of how safe employees are in the workplace.
NTD Bus Collision Rate	NTD bus collision rate: Number of NTD reportable collisions ÷ (Total number of bus miles operated ÷ 1,000,000)	The NTD collision rate is a subset of the Bus Collision Rate and is based on National Transit Database (NTD) Reporting criteria. It reflects bus collisions that result in injuries requiring transport for any involved vehicle or pedestrian; towaway of any involved vehicle; or total damages that cost $25,000 or more.
		NTD-reportable collisions reflect a measure of serious bus collisions and represent an opportunity to fully investigate the incident; determining causal factors and root causes. The NTD bus collision rate is an indicator of how well service is meeting this safety objective.

SAFETY & SECURITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Rail Collisions	Number of rail collisions	Rail collision incidents reflect any incident on the mainline or yard where a train, with or without customers, or a Roadway Maintenance Machine (RMM) makes contact with another vehicle, equipment, or object, and meet the NTD threshold of substantial damage. The number of rail collision incidents is an indicator of how well Train and Equipment Operators and Rail Controllers are paying full time and attention to their operating environment and how efficient communications are from controllers to operators.
Derailments	Number of derailments	A derailment is a non-collision event that occurs when a train or other rail vehicle unintentionally comes off its rail, causing it to no longer be properly guided onto the railway. The number of derailment incidents is an indicator of how well Train Operators and Rail Controllers are paying full time and attention to their operating environment and how efficient communications are from controllers to operators. Derailments are also an indicator of the state of good repair of both the right-of-way and rail vehicles (trains, RMMs, Flat Cars, Hi-Rail trucks).
Fire Incidents	Number of fire incidents	Fire incidents consistent of any fire that occurs within the Metrorail system regardless if active suppression was required. There are three main types of fires that occur within the Metrorail system: non-electrical (e.g., debris, rubbish such as leaves, newspapers), cable, arcing events (track components, train components) and station equipment. The number of fire incidents is an indicator of how well Metro is keeping its right of way clean and dry, and its equipment in state of good repair.
Red Signal Overruns	Number of red signal overruns	Red signal overrun incidents reflect any time a train or equipment operator passes a red signal on the right-of-way (including in rail yards), or when the operator passes an employee on the roadway who's telling the train or Roadway Maintenance Machine (RMM) to not move any further. The number of red signal overruns is an indicator of how well Train Operators and Rail Controllers are paying full time and attention to their operating environment and how efficient communications are from controllers to operators.

FINANCIAL RESPONSIBILITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Operating Financial Performance	Percentage favorable or unfavorable comparing actual revenues and subsidy to actual expenses (actual revenues + subsidy – actual expenses) ÷ actual expenses	This indicator tracks Metro's progress managing its operating revenue and expenses