Vital Signs Report

A Scorecard of Metro's

Key Performance Indicators (KPI)

Office of Performance

Chief Performance Officer

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February's Metrobus on-time performance declined slightly following four consecutive months of improvement. A mixture of snow and detours caused by road construction were the root cause of this February result. Bus fleet reliability in February also declined slightly but still exceeded its target. From a customer standpoint bus breakdowns had a limited impact with only two trips per 1,000 missed due to mechanical failures.

System-wide rail on-time performance improved in February up to 89%. The Red Line experienced the largest gain in performance, improving 2% due to completion of work that slowed train access to the Shady Grove station while platform edges were reconstructed. Yellow Line on-time performance improved to better than 92%, its highest level in the last twelve months. Overall rail fleet reliability improved 28% from January, largely due to an improvement in door function on two railcar types that make up nearly half the fleet.

MetroAccess on-time performance decreased in February to 89% due to a significant increase in the number of weekday passengers, requiring adjustment of the schedule. Complaints from bus and rail customers decreased in February but were offset by an increase in MetroAccess complaints about early and late trips which ties back to the lower on-time performance result this month. Conversely, while complaints about MetroAccess were up, so were commendations indicating that staff is communicating effectively.

Escalator availability decreased in February by 2% (which equals 13 units) as maintenance staff spent more time troubleshooting and resolving the root cause of unscheduled service calls. Elevator availability stayed consistent with January with decreases in unscheduled service calls being offset by an increase in preventive maintenance work.

Metro crime was down 12% in January, with a particularly notable reduction in larcenies (down 34%), including thefts from autos and auto parts/accessories. Customer injuries increased in January due to slippery winter weather conditions despite efforts by Metro to clear snow and ice and warn of the hazard. The employee injury rate was slightly higher than the previous month due to an increase in head, upper and lower body extremity injuries caused by straining and slips/falls.

Future Performance Action Highlights:

- Better manage the departure of trains from terminals and buses from garages to ensure service begins on time.
- Maintain and enhance escalator/elevator preventive maintenance compliance by focusing on units that exceed the 30-day compliance timeline and prioritize by locations with the highest customer traffic.
- Bus Transportation will focus on maintaining quality incident investigation, safety conversations, local safety committees and return to work programs. Many of these are used to share information to preempt employee injuries and coach staff on better ways to be safe.
- Following the posting of video recordings on social media depicting youth misbehavior in the transit system, MTPD is partnering with local governments to improve safe travel to and from school.

Strategic Framework Overview

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

5 Goals

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

12 Objectives

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

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

Metro Service Area

Size	1,500 sq. miles
Population	3.5 million

Ridership

Mode	FY 2010	Average Weekday
Bus	124 million	427,567 (February 2011)
Rail	217 million	717,888 (February 2011)
MetroAccess	2.4 million	8,187 (February 2011)
Total	343.4 million	

Fiscal Year 2011 Budget

Operating	$1.5 billion
Capital	$0.7 billion
Total	$2.2 billion

Metrobus General Information

Size	11,624 bus stops
Routes*	323
Fiscal Year 2011 Operating Budget	$538 million
Highest Ridership Route in 2009	30's – Pennsylvania Ave. (16,330 avg. wkdy ridership)
Metrobus Fare	$1.70 cash, $1.50 SmarTrip®, Bus-to-bus Transfers Free
Express Bus Fare	$3.85 cash, $3.65 SmarTrip®, Airport Fare $6.00
Bus Fleet*	1,491
Buses in Peak Service	1,244
Bus Fleet by Type*	Compressed Natural Gas (460), Electric Hybrid (401), Clean Diesel (116) and All Other (514)
Average Fleet Age*	6.4 years
Bus Garages	9 – 3 in DC, 3 in MD and 3 in VA

**As of December 2010.*

Metrorail General Information

Fiscal Year 2011 Operating Budget	$822 million
Highest Ridership Day	Obama Inauguration on Jan. 20, 2009 (1.1 million)
Busiest Station in 2010	Union Station (34,713 average weekday boardings in April)
Regular Fare (peak)	Minimum - $2.20 paper fare card, $1.95 SmarTrip® Maximum - $5.25 paper fare card, $5.00 SmarTrip®
Reduced Fare (non-peak)	Minimum - $1.85 paper fare card, $1.60 SmarTrip® Maximum - $3.00 paper fare card, $2.75 SmarTrip®
Peak-of-the-peak Surcharge	$.20 - weekdays 7:30 – 9 a.m. and 4:30 – 6 p.m., depending on starting time of trip
1st Segment Opening/Year	Farragut North-Rhode Island Avenue (1976)
Newest Stations/Year	Morgan Boulevard, New York Avenue, and Largo Town Center (2004)
Rail Cars in Revenue Service	1,104
Rail Cars in Peak Service	850
Rail Cars by Series	1000 Series (288), 2000/3000 (362), 4000 (100), 5000 (184) and 6000 (184)
Lines	5 – Blue, Green, Orange, Red and Yellow
Station Escalators	588
Station Elevators	237
Longest Escalator	Wheaton station (230 feet)
Deepest Station	Forest Glen (21 stories / 196 feet)
Rail Yards	9 – 1 in DC, 6 in MD and 2 in VA

MetroAccess General Information

Fiscal Year 2011 Operating Budget	$104 million
MetroAccess Fare	Within the ADA service area – twice the SmarTrip-based fare up to a $7 maximum
Paratransit Vehicle Fleet**	600
Average Fleet Age**	3.12 years
Paratransit Garages	7 (1 in DC, 4 in MD and 2 in VA)
Contract Provider	MV Transportation

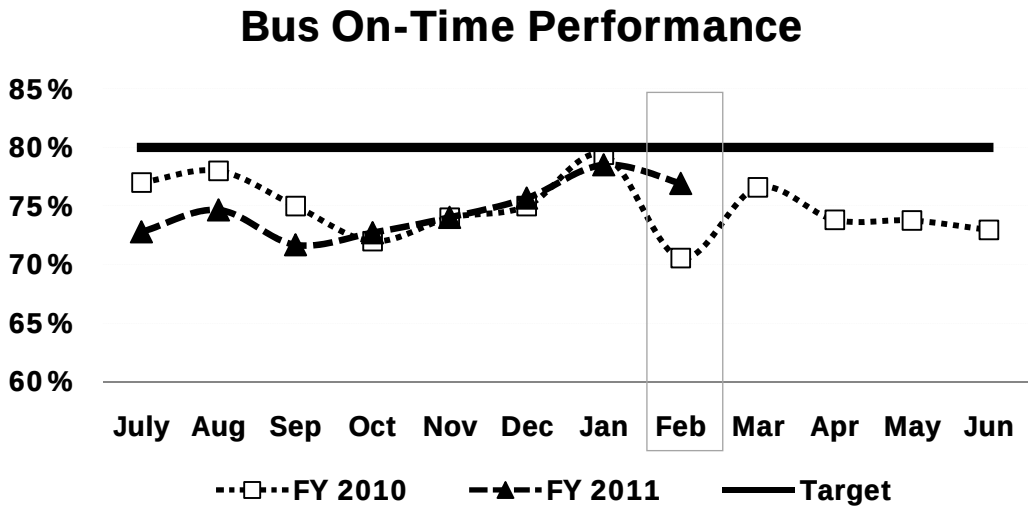
***As of February 2011.*

KPI: Bus On-Time Performance (February) Objective 2.1 Improve Service Reliability

Reason to Track: This indicator illustrates how closely Metrobus adheres to published route schedules on a system-wide basis. Factors which affect on-time performance are traffic congestion, inclement weather, scheduling, vehicle reliability, and operational behavior. Bus on-time performance is essential to delivering quality service to the customer.

Why Did Performance Change?

- Bus on-time performance was notably above Feb 2010 "snowmagaddeon" but decreased slightly (2%) when compared to the prior month of Jan.
- Last month reported challenges in Maryland due to detours along the A11, A12, V14, and V15 routes. As construction projects on these routes were completed, the average on-time performance of these routes rose to 84%. However, traffic congestion and detours elsewhere continued to challenge Metro's delivery of service, especially along the Pennsylvania Avenue, Georgia Avenue, North Capitol and U Street. Also routes along East Capital, Cardozo, and the Hospital Center struggled due to detours caused by heavy crane lifting operations at construction sites in those areas.
- Although limited service/express route service is implemented to provide customers with a faster ride this service generally operates during the peak periods of congestion encountering the same perils of a regular bus route's rush hour commute.



Actions to Improve Performance

- Continue to fill positions of Service Operation Managers who identify improvements on the street through direct observations of bus service, helping to mitigate problems quickly.
- At bus garages, prioritizing attention to making sure buses start their runs on time has a big impact on maintaining on-time performance. If a bus starts late there is little chance it will catch up to be on-schedule.
- Test a new pilot application which will allow Supervisors to have real-time overview of schedule adherence; this tool would identify buses that are running early and late.
- Begin a service evaluation study in cooperation with Metro's jurisdictional partners to review the overall performance of eight bus lines with the aim of reducing crowding and improving service reliability, frequency, travel time, bus stop amenities and customer communications.

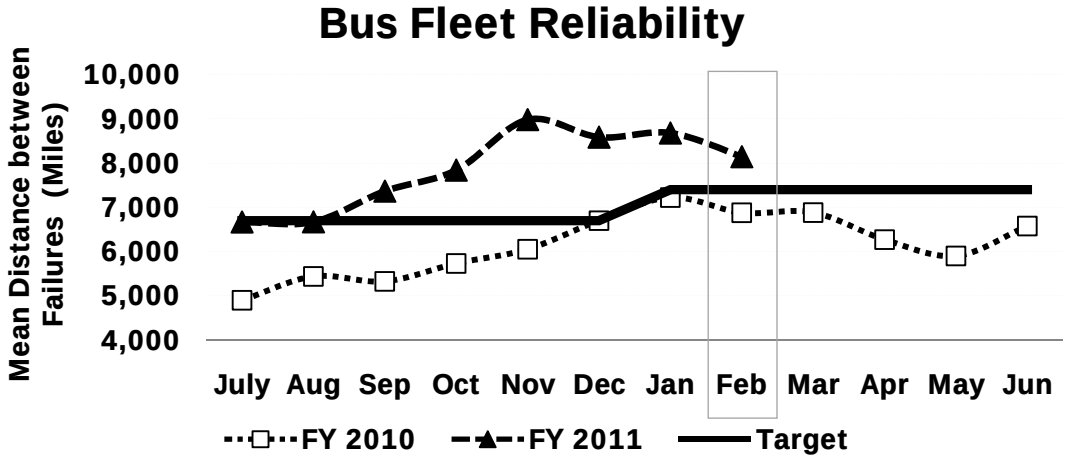
Conclusion: February's on-time performance was notably above last year as Metro faced fewer snow storms and was able to minimize the effects of traffic congestion and detours caused by roadway construction.

KPI: Bus Fleet Reliability (February) (Mean Distance Between Failures) — **Objective 2.1 Improve Service Reliability**

Reason to Track: This key performance indicator communicates service reliability and is used to monitor trends in vehicle breakdowns that cause buses to go out of service and to plan corrective actions. Factors that influence bus fleet reliability are the vehicle age, quality of a maintenance program, original vehicle quality, and road conditions affected by inclement weather and road construction. For this measure higher miles are better, meaning that the vehicle goes farther without breaking down.

Why Did Performance Change?

- Despite inclement weather, bus fleet reliability performance continued to outperform the target in Feb and exceeded Feb of the previous fiscal year by 18%. However, when compared to the previous month of Jan, fleet reliability decreased by six percent. From a customer standpoint this reliability rate represents only two out of every 1,000 trips missed due to mechanical failures.
- CNG buses (~30% of the fleet) had the lowest mean distance between failure since Aug 2010, bringing down Metro's overall fleet reliability.
- Although Hybrid buses reliability also decreased in Feb, these buses remain the highest performing type of vehicle in Metro's fleet.
- The top six service interruptions in order of frequency for the month were: engines, HVAC systems, warning lights, body defects, brakes, and doors. Engine issues represented the largest portion of service interruptions, 33%.



Actions to Improve Performance

- Continue a quality assurance program which monitors purchased bus parts, reviews all samples for specification compliance, recommends life cycle analysis and makes suggestions to improve the quality of materials.
- Continue to adhere to a 100% preventative maintenance target to minimize preventable service interruptions.
- Receive 152 new hybrid electric buses between Apr and Dec 2011 to replace older less reliable buses.

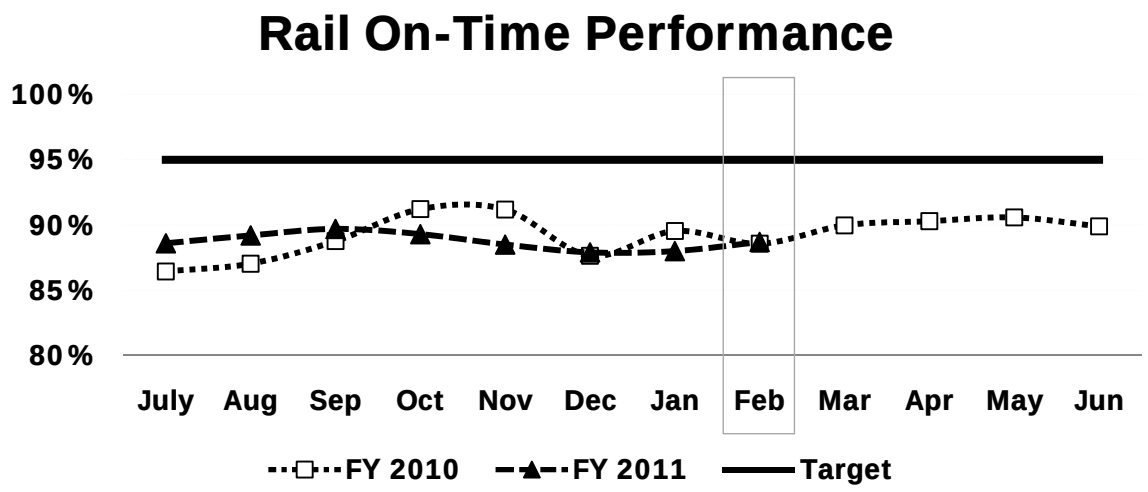
Conclusion: Fiscal year to date bus fleet reliability is 7,868 miles or 6% better than the 7,400 mile target. Mechanical failures continue to have a limited impact on customers as this rate represents only two trips per 1,000 being missed due to mechanical failures.

KPI: Rail On-Time Performance (February) **Objective 2.1 Improve Service Reliability**

Reason to Track: On-time performance measures the adherence to weekday headways, the time between trains. Factors that can affect on-time performance include track conditions resulting in speed restrictions, the number of passengers accessing the system at once, dwell time at stations, equipment failures and delays caused by sick passengers or offloads. On-time performance is a component of customer satisfaction.

Why Did Performance Change?

- The Red Line experienced the largest increase in on-time performance improving 3% due to completion of work in January that slowed train access to the Shady Grove station while the platform edges were being reconstructed. Improvements were experienced despite mid-day track work between Friendship Heights and Medical Center stations in early Feb that impacted on-time performance by spreading out trains.
- Green Line on-time performance of 90% in Feb was consistent with Jan, and Yellow Line performance improved to 92%, which was that line's highest level in the past 12 months. For both of these lines, the level of performance reflects a reduction in the number of delays.
- The Orange Line performed well at 91% as the President's Day Weekend track work was completed on schedule in time for the Feb 22 morning commute.



Actions to Improve Performance

- Continue the 2011 track overhaul project to restore the rail system to a state of good repair through mid-day track work on the Orange Line and weekend shut-down on the Orange and Blue Lines.
- Track the departure time of trains from the terminals to ensure they begin their runs on time.
- Locate supervisors on the platforms to check schedule adherence.
- Add 10 more railcars to the peak period fleet beginning March 21, prior to the start of spring tourism season. These cars will add 640 seats for rush-hour riders on the Red and Orange lines, where passenger demand is highest.

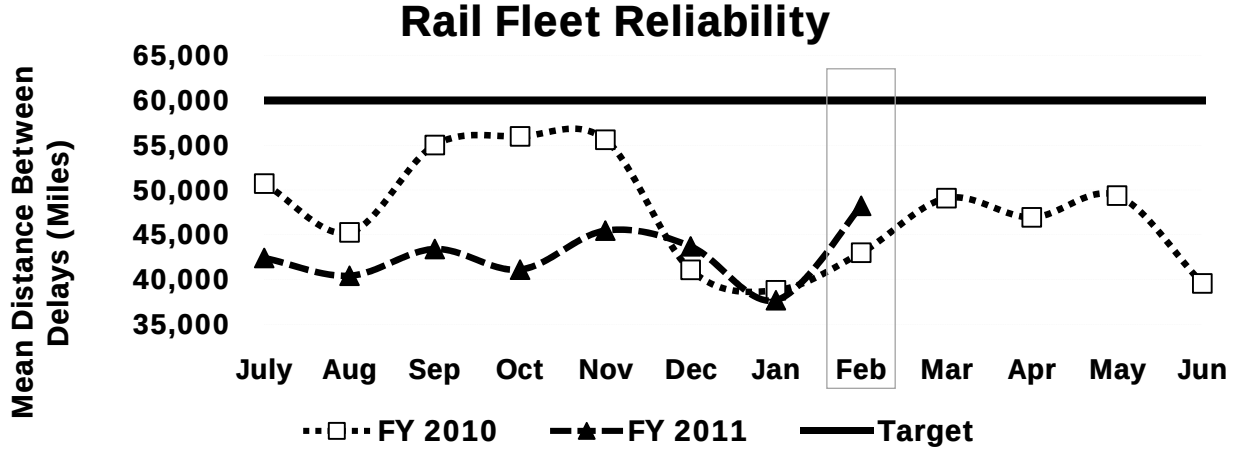
Conclusion: Even with mid-day track work slowing trains in Feb, system-wide on-time performance improved for the second month in a row reversing a downward trend in place since Sep.

KPI: Rail Fleet Reliability (February) (Mean Distance Between Delays) — **Objective 2.1 Improve Service Reliability**

Reason to Track: Mean distance between delays communicates the effectiveness of Metro's railcar maintenance program. This measure reports the number of miles between railcar failures resulting in delays of service greater than three minutes. Factors that influence railcar reliability are the age of the railcars, the amount the railcars are used, and the interaction between railcars and the track. The higher the mileage for the mean distance between delays, the more reliable the railcars.

Why Did Performance Change?

- Overall railcar reliability improved 28% from Jan with fewer incidents and 20% less average train delay. This improvement was the result of significantly fewer delays due to door failures.
- Both the 2000-3000 Series and the 5000 Series railcars had fewer door failures. The 2000-3000 Series railcar door performance returned to more typical performance following an unusual Jan, with 19 fewer delay-causing door failures in Feb. Railcar Maintenance teams have been performing work on the door subsystems of the 2000-3000 Series railcars to reduce the number of door malfunctions.
- Brake and automatic train control system problems are consistently numbers two and three in causes for train delays ≥ four minutes. Both of these types of delays decreased slightly during Feb as compared to Jan, adding to the improved performance for the fleet.
- These improvements result in better railcar availability, which means that more 8-car trains can be dispatched for peak period service on the Red, Orange and Green Lines.



Actions to Improve Performance

- Continue to inform customers to stand away from the doors, both inside and outside of the trains when boarding. Communications from operators and within stations, as well as comments through DC Rider and other media outlets about how customers impact door functions raise awareness for all, and will reduce the number of failures and offloads experienced.
- Perform maintenance campaigns – targeting a particular type of problem on similar cars at one time, such as the propulsion system, communication system or door control system – is resulting in fewer repeat failures of the subsystems repaired. The 2000-3000 Series railcars are being targeted to reduce the number of repeat failures related to door systems. This approach will be continued.
- Launch an initiative "Operation Cool Breeze," a program to inspect and service the air conditioning units on all rail cars in the fleet ahead of the coming warmer weather. Performance of the air conditioning units will be tracked and monitored during the railcar's regular 90-day preventive maintenance inspections.

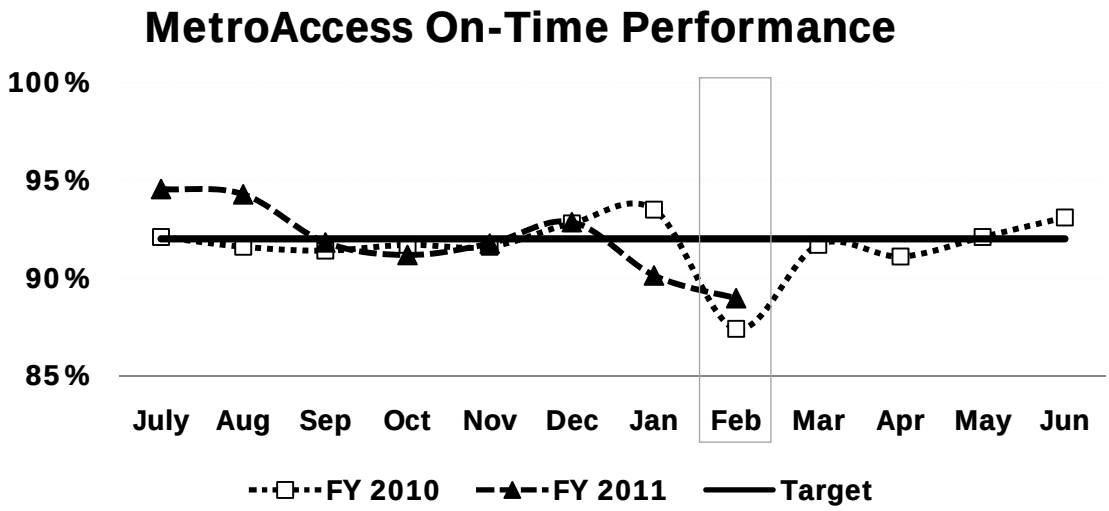
Conclusion: For the 5,354,774 miles operated in Feb, the mean distance between delays improved by 28% from Jan, largely due to an improvement in door function on two railcar types that make up nearly 50% of the fleet.

KPI: MetroAccess On-Time Performance (February) **Objective 2.1 Improve Service Reliability**

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

Why Did Performance Change?

- MetroAccess' on-time performance decreased to 89% in Feb, as compared with Jan. An inclement weather event and an extremely cold Jan followed by unseasonably warm temperatures in Feb contributed to a temporary spike in ridership. That brief ridership increase had subsided by the end of Feb.
- The decrease in on-time performance was also related to actions being taken to improve the efficiency of this service by reducing cost. Metro staff worked with the service provider to strike a balance between improving productivity and reaching the on-time performance target.
- On Feb 17 the Trapeze database server was out of service throughout the morning. Routes and schedules were not able to be adjusted until full operation of the database was restored around mid-day.
- Changes in on-time performance are directly correlated with the MetroAccess customer comments that experienced a noticeable increase in Feb (see customer comment rate on page 19).



Actions to Improve Performance

- MetroAccess staff will continue to focus on maintaining a standard of service that continues to meet federal guidelines for ADA paratransit service delivery, while maximizing the cost effectiveness of the service. Federal guidelines provide for maintaining on-time service delivery at a level of reliability that avoids a substantial number of significantly untimely pick-ups or drop-offs; trip denials; missed trips; or trips with excessive lengths.
- MetroAccess staff will continue to provide information to assist customers with trip planning and fare questions related to the new fare structure implemented Feb 27. The fare change was part of an overall fare adjustment approved last Jun for FY2011.
- The ADA Programs staff will continue to provide a wealth of information about accessible transportation options throughout the region and make travel orientation and training services available for interested customers.

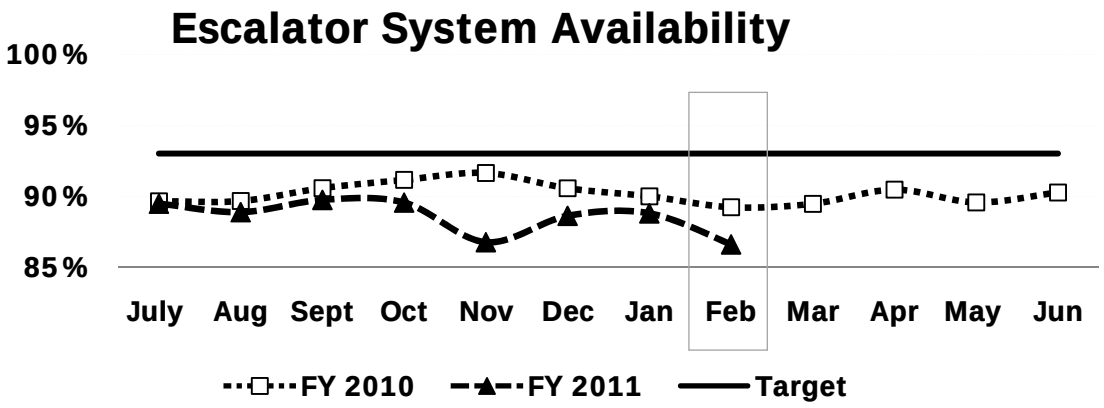
Conclusion: MetroAccess experienced a temporary ridership increase in Feb which stressed the system and efficiency pressures further constrained the system's ability to maintain on-time performance.

KPI: Escalator System Availability (February) Objective 2.1 Improve Service Reliability

Reason to Track: Customers access Metrorail stations via escalators to the train platform. An out-of-service escalator requires walking up or down a stopped escalator, which can add to total travel time and may make stations inaccessible to some customers. Escalator availability is a key component of customer satisfaction with Metrorail service. This measure communicates system-wide escalator performance (at all stations over the course of the day) and will vary from an individual customer's experience.

Why Did Performance Change?

- 509 out of 588 Metrorail escalators were operating in Feb (based on hours of available service). This represents a decrease of 2% (which "equals" 13 units) mainly due to an increase in unscheduled maintenance work being conducted.
- Although the number of unscheduled service calls remained the same between Jan and Feb, maintenance staff spent more time troubleshooting and resolving root causes of problems. Examples of this work include: replacing handrail drives/chains, motors, electrical circuits and belts. As a result, the average time necessary to repair and return a unit to service was higher for unscheduled calls. In Jan, there were only 12 unscheduled service calls that took 100+ hours to complete while in Feb the number of repairs requiring 100+ hours of work tripled.
- Modernization/overhaul work continued at a significantly higher pace than 2010. In Feb 2011, a total of seventeen escalators (including "walker units") at nine stations were out of service due to overhaul work, compared with only 10 units in Feb 2010 which translates into a 74% increase in out-of-service hours. Overhaul work is essential to improving the reliability of escalators in the future, but it reduces availability in the short run (22% of escalator out-of-service hours in Feb 2011 were due to overhaul work).
- Escalator preventive maintenance inspection compliance increased significantly, from 41% of scheduled inspections completed on-time in Jan to 66% in Feb. The majority of this work occurs when the system is closed to customers, not significantly impacting availability. In the long term this maintenance work is critical to improving escalator reliability.



Actions to Improve Performance

- Maintain and enhance preventive maintenance compliance by focusing on units that exceed the 30-day compliance timeline and prioritize by locations with the highest customer traffic.
- Identify resources needed to achieve escalator availability target.
- Reduce out of service hours due to unavailable parts by increasing supply.
- Hold monthly all-hands meetings to review performance and adjust maintenance strategies as needed.

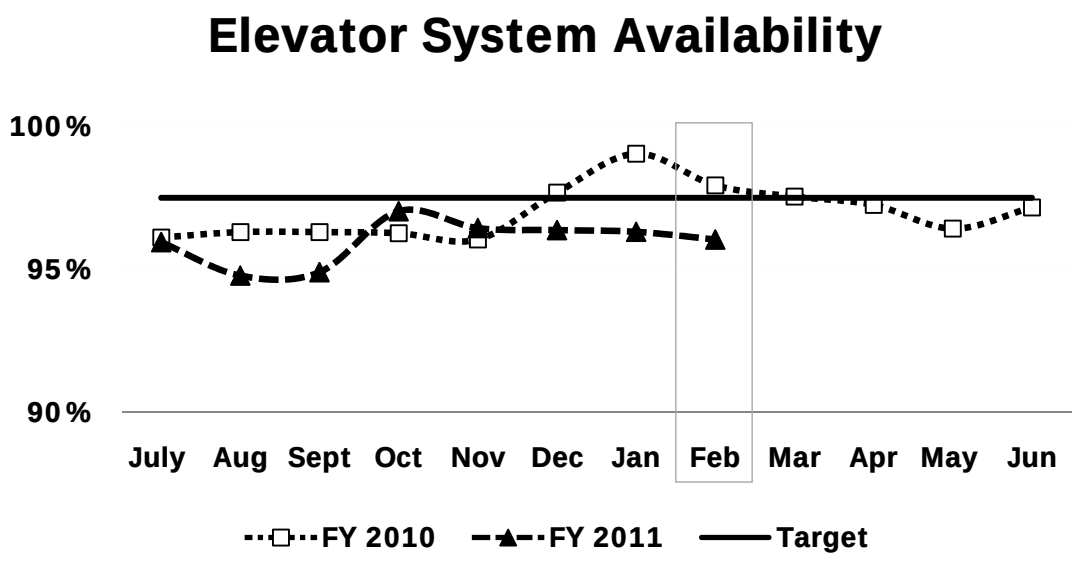
Conclusion: Unscheduled escalator service calls took longer to complete in Feb as maintenance staff spent more time troubleshooting and resolving the root cause of problems. This drove down Metrorail escalator availability in Feb.

KPI: Elevator System Availability (February) **Objective 2.1 Improve Service Reliability**

Reason to Track: Metrorail elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, travelers carrying luggage and other riders. When an elevator is out of service, Metro is required to provide alternative services, which may include a shuttle bus service to another station.

Why Did Performance Change?

- System-wide elevator availability in Feb 2011 was 96% (or 122,916 hours), consistent with Jan. On average, 228 of 237 elevators were available during the month.
- An improvement to note was that unscheduled elevator service calls went down in Feb (Feb: 240 calls; Jan: 268 calls). These availability gains were offset by increases in out-of-service hours for preventive maintenance repairs (up 300%) to address repairs identified in preventive maintenance inspections.
- Elevator preventive maintenance inspection compliance improved slightly, from 69.8% in Jan to 70.4% in Feb. These inspections are scheduled on a monthly, quarterly and annual basis to maintain the reliability of escalators and proactively identify maintenance issues.



Actions to Improve Performance

- Maintain and enhance preventive maintenance compliance by focusing on units that exceed the 30-day compliance timeline and prioritize by locations with the highest customer traffic.
- Hold all-hands meetings to review performance and adjust maintenance strategies as needed.

Conclusion: Elevator availability remained constant at 96% in Feb with decreases in unscheduled service calls being offset by an increase in preventive maintenance work.

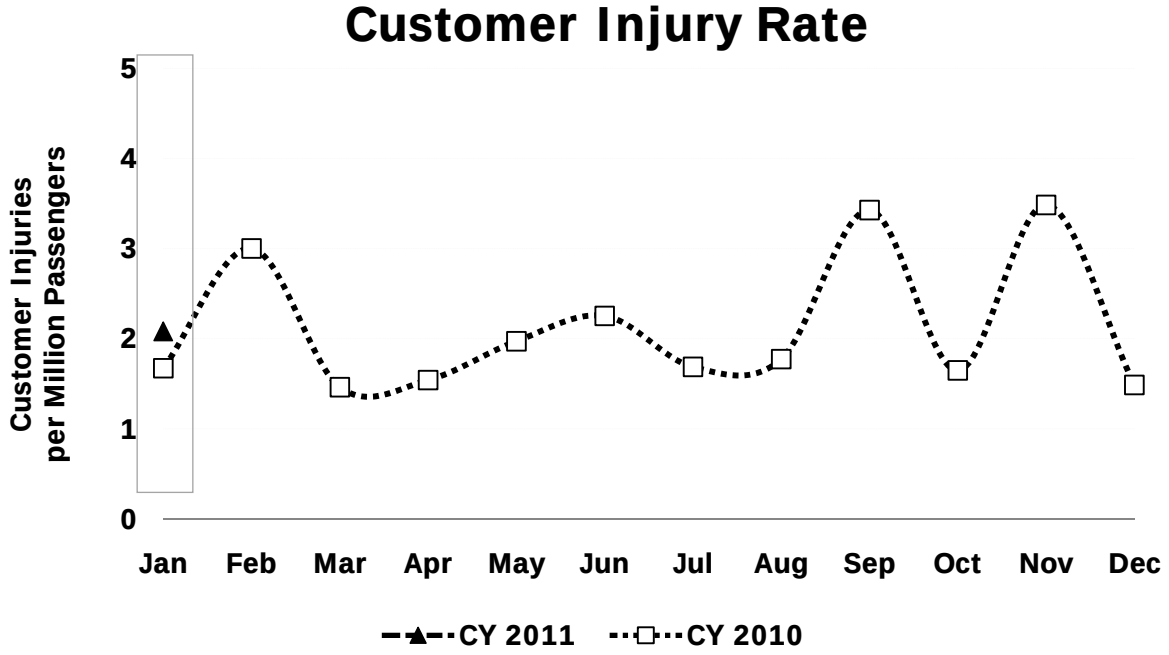
KPI: Customer Injury Rate (January) Per Million Passengers

Objective 1.1 Improve Customer and Employee Safety and Security

Reason to Track: Customer safety is the highest priority for Metro and a key measure of quality service. Customers expect a safe and reliable ride each day. The customer injury rate is an indicator of how well the service is meeting this safety objective.

Why Did Performance Change?

- In Jan 2011 bus passenger injuries decreased from the prior month. Metro has observed a significant reduction in risky bus operator driving behavior since the implementation of DriveCam in Nov 2010 including a 31% decrease in traffic violations, 33% decrease in "not looking far ahead" and a 17% decrease in "following too closely." Managing the risk of poor driving behaviors have decreased near miss events by 36% and collisions by 7%.
- Metrorail facility injuries increased significantly, driven by slips/falls due to snowy and icy conditions. These injuries are 56% of Jan passenger injuries; 22 occurred on station platforms or in parking lots and 10 occurred on the escalator.
- Metrorail on-board injuries increased by 2; the injuries were related to 1 door incident and 1 slip/fall incident.



Actions to Improve Performance

- Although sanding the platform with pellets to melt the snow and ice is safer than doing nothing, the melting process can become hazardous as well. As Metro rehabilitates outdoor stations, platform surfaces will be replaced with non-slip material.
- New buses will be fitted with additional yellow hand straps, non-slip flooring and wheel chair barriers for the first forward facing seats.
- Metro will continue to utilize DriveCam, a technology which helps improve driving habits by providing real time feedback, to coach Bus Operators and avoid near miss incidents as well as collisions.
- Safety Awareness campaigns are ongoing, including campaigns stressing to operators proper defensive driving techniques and service preparedness and readiness.

Conclusion: Although Metro earnestly works to clear snow and ice and warn of the hazard, many customers succumb to the slippery conditions of the winter months causing an increase of slip/fall injuries.

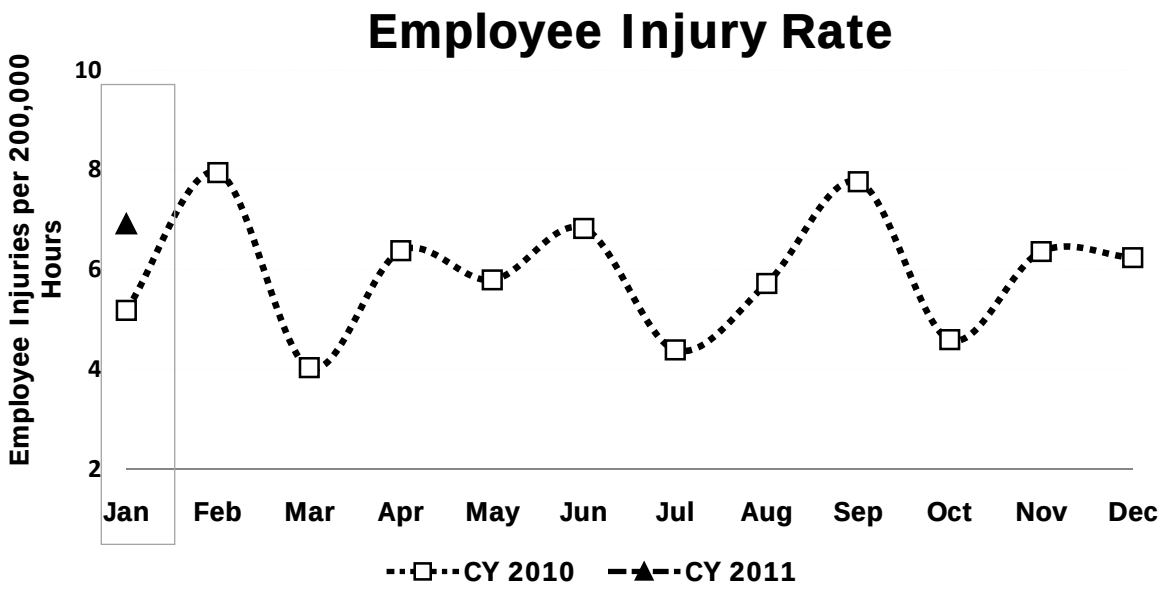
KPI: Employee Injury Rate (January)

Objective 1.1 Improve Customer and Employee Safety and Security

Reason to Track: Worker's compensation claims are a key indicator of how safe employees are in the workplace.

Why Did Performance Change?

- The Jan 2011 injury rate is slightly higher than the previous month and an increase over the same period last year. The increase in employee injury rate is primarily due to a higher number of head, upper and lower body extremity injuries caused by straining and slips/falls, respectively. Many Metro employees work outdoors in cold, snowy and icy conditions which accounts for a portion of the Jan increase in the injury rate.
- Taking a departmental view, bus and rail transportation departments accounted for 60% of the increase in employee injuries. Bus maintenance, Plant maintenance, and MTPD also experienced a higher number of employee injuries compared to prior months.



Actions to Improve Performance

- Bus Transportation will focus on maintaining quality incident investigation, safety conversations, local safety committees, and return to work programs. Many of these platforms are used to share information to preempt injuries and coach staff on better ways to be safe.
- Safety Officers from the Department of Safety and Environmental Management will continue to be assigned throughout the organization to monitor occupational health and safety matters and, ensure a systematic approach in the implementation of safety programs, safety initiatives and the System Safety Program Plan.
- Metro will strictly enforce a "zero tolerance" policy regarding unauthorized use of electronic devices while operating vehicles.
- The Department of Safety will regularly release "Lessons Learned" that will describe safety issues that have arisen on our system or other transit providers and point out how to prevent recurrences.
- Rail Transportation employees will be encouraged to use caution on platforms and other areas that may be slippery due to weather conditions.

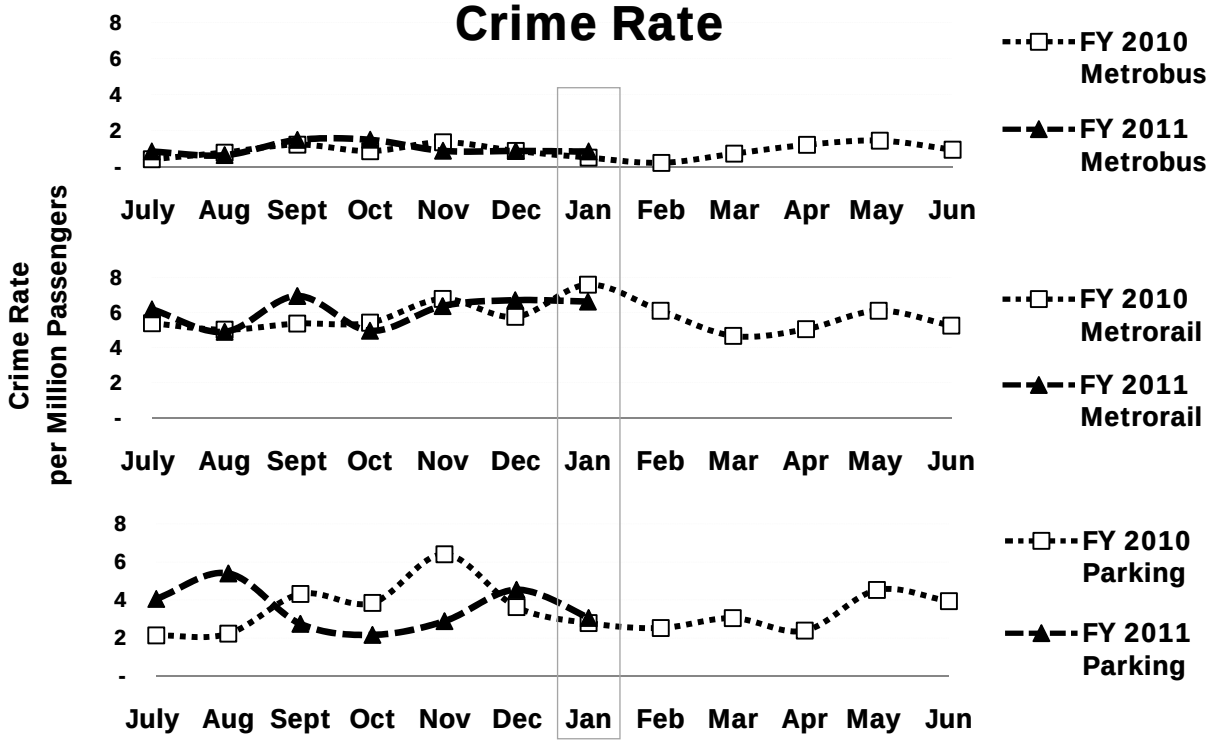
Conclusion: Metro will continue to emphasize hazard management practices to reduce the overall employee injury rate.

KPI:	Crime Rate (January) Per Million Passengers	Objective 1.1 Improve Customer and Employee Safety and Security

Reason to Track: This measure provides an indication of the perception of safety and security customers experience when traveling the Metro system. Increases or decreases in crime statistics can have a direct effect on whether customers feel safe in the system.

Why Did Performance Change?

- The Metrorail crime rate is down in Jan. Robberies are 5% below Dec, driven primarily by a reduction in pickpocket crimes. Robberies are down 25% compared with Jan of last year. Aggravated assaults were also down for the month, from 12 in Dec to 9 in Jan. In Jan, MTPD increased details of specialized units during evening rush hour and established round-the-clock details at L'Enfant Plaza to target robberies and assaults.
- Throughout the entire Metrobus system (all buses on all routes) for the entire month of Jan, there were only eight Part I crimes, the same as last month. Metrobus Enforcement Division participated in a High Intensity Targeted Enforcement at core downtown stations in Jan. On one day, 10 arrests were made.
- The parking lot crime rate is down significantly in Jan. Larceny thefts from autos and thefts of parts/accessories were down 45% from Dec. This improvement was offset slightly by a minor increase in auto thefts and attempted thefts. In Jan, MTPD's Auto Theft Unit adjusted deployment hours to match auto crime trend analysis.



Actions to Improve Performance

- MTPD will encourage riders to report crime when and where it happens to facilitate likelihood of suspect apprehension.
- Metrobus enforcement will increase its deployments with two new officers, offsetting recent retirements.

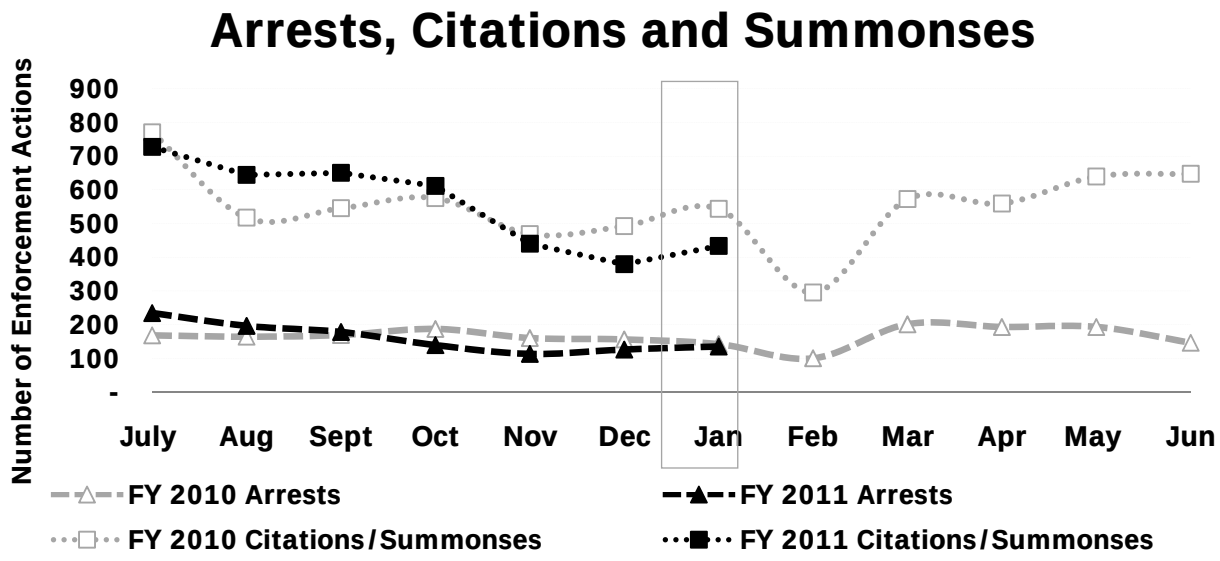
Conclusion: Metro crime was down 12% in Jan, with a particularly notable reduction in larcenies (down 34%), including thefts from auto and parts/accessories. Robberies were also reduced by 25% in Jan when compared to Jan of 2010.

KPI: Arrests, Citations and Summonses (January) | **Objective 1.2 Strengthen Metro's Safety and Security Response**

Reason to Track: This measure reflects actions by the Metro Transit Police Department to keep the Metro system safe. This includes arrests of individuals breaking the law within the Metro system and citations/summonses issued by transit police officers. Examples of citations/summonses include fare evasion and public conduct violations.

Why Did Performance Change?

- Arrests by MTPD officers continued a three month upward trend. In Jan, arrests increased by 7% as officers engaged in pro-active crime suppression activity. Robbery suspects accounted for 10% of arrests. A significant arrest occurred at the Naylor Road Station in the bus bay where several suspects robbed a victim at gunpoint. During subsequent on-scene investigation by MTPD, suspects were arrested and property was recovered at the time of the arrest.
- MTPD officers focused on fare evasion in Jan, resulting in an increase in citations/summonses (up 14% from Dec). MTPD also worked in cooperation with the Metropolitan Police Department to reduce students skipping school and causing disorder in the Metro system. Truancy enforcement increased in the downtown area, particularly at Gallery Pl-Chinatown. These actions are part of MTPD's initiative to reduce youth disorder in the Metro system.



Actions to Improve Performance

- Following the posting of video recordings on social media depicting youth misbehavior in the transit system, MTPD is partnering with local governments to improve safe travel to and from school.
- MTPD is developing an intelligence network of street officers to utilize more up-to-date information on known offenders.
- MTPD's Anti-Terrorism team will be encouraged to be observant of criminal activity while in an active terrorism watch posture, and respond to service calls when no routine patrol units are available.

Conclusion: MTPD recognizes that youth disorder is a growing area of concern and is taking aggressive steps to improve safety as young people travel in the transit system.

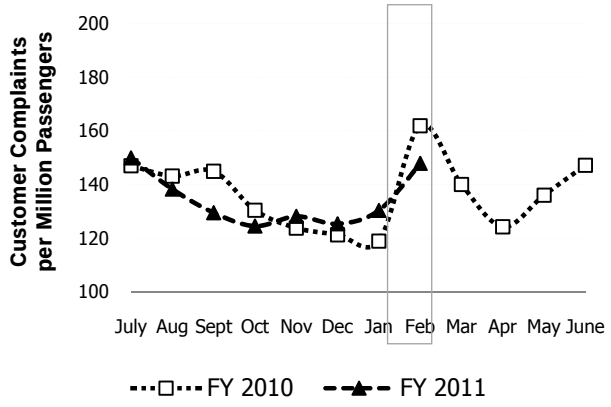
KPI: Customer Comment Rate (February) Per Million Passengers **Objective 2.3 Maximize Rider Satisfaction**

Reason to Track: Listening to customer feedback about the quality of service provides a clear roadmap to those areas of the operation where actions to improve the service can best help to maximize rider satisfaction.

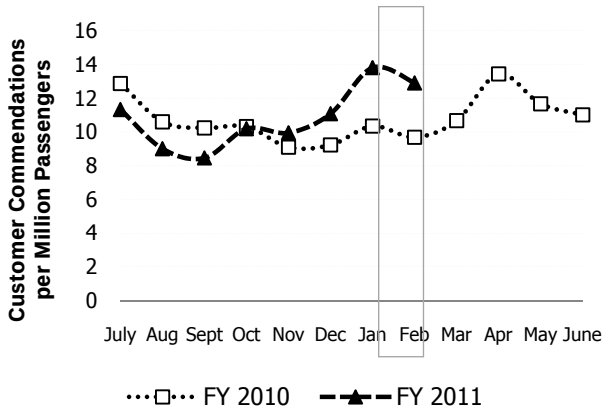
Why Did Performance Change?

- In Feb, Metro's overall complaint rate increased by 13 percent from Jan. This increase was driven by MetroAccess complaints which jumped by 47% due to early and late service arrival complaints. As has been discussed previously, service adjustments within the MetroAccess system greatly impact the customer complaint rate. See the MetroAccess on-time performance measure on page 12.
- The bus complaint rate decreased slightly to 128 from 136 complaints per million passenger trips overall in Jan, however, the number of complaints was up in two of the top five categories: unsafe operation and failure to service a bus stop.
- Rail complaints declined 11% and commendations increased 31% from Jan. Taken together, customer satisfaction with rail services improved in Feb. Notable changes include a drop-off in complaints about security bag checks in Feb. Complaints about upcoming track work also declined as customer information was made available in a simpler format providing information about free shuttle buses to get riders around disruptions.
- Overall, the commendation rate declined in Feb, however the commendation rate for MetroAccess improved 15% from Jan indicating that staff is communicating effectively with its customers.

Customer Complaint Rate



Customer Commendation Rate



Actions to Improve Performance

- MetroAccess maintains a high level of communications with customers, which helps customers make informed transportation decisions. This heavily impacts the measure of customer comments, but results in better relations with customers overall.
- Customer service will continue to report all unsafe operations complaints to the division superintendent to address with the employee as appropriate.
- Metrobus planning staff will use information from customers about bus stops being serviced when adjusting routes and schedules to improve bus route schedule running times.
- Metrorail staff will continue to improve communication with customers, providing clear information about service disruptions and concise directions for navigating the system. As the summer months bring increased visitors to the system, better information will make the Washington region more accessible.

Conclusion: Customer commendations and complaints provide valuable information for understanding how customers use information to complete their transit trips, and for managing expectations when service changes and disruptions occur.

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

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

Rail On-Time Performance by Line – Rail on-time performance is measured by line during weekday peak and off-peak periods. During peak service (AM/PM), station stops made within the scheduled headway plus two minutes are considered on-time. During non-peak (mid-day and late night), station stops made within the scheduled headway plus no more than 50% of the scheduled headway are considered on-time.
Calculation: Number of Metrorail station stops made up to the scheduled headway plus 2 minutes / total Metrorail station stops for peak service. Number of Metrorail station stops made up to 150% of the scheduled headway / total Metrorail station stops for off-peak service.

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

MetroAccess On-Time Performance – The number of trips provided within the on-time pick-up window as a percent of the total trips that were actually dispatched into service (delivered). This includes trips where the vehicle arrived, but the customer was not available to be picked up. Vehicles arriving at the pick-up location after the end of the 30-minute on-time window are considered late. Vehicles arriving more than 30 minutes after the end of the on-time window are regarded as very late.
Calculation: The number of vehicle arrivals at the pick-up location within the 30-minute on-time window / the total number of trips delivered

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

Customer Injury Rate (per million passengers[1]) – Injury to any person (customers or non-customer, but not employees) caused by some aspect of Metro's operation that requires immediate medical attention away from the scene of the injury.
Calculation: Number of injuries ÷ (number of passengers ÷ 1,000,000)

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

Crime Rate (per million passengers) – Crimes reported to Metro Transit Police Department on bus, rail, or at parking lots, Metro facilities, bus stops and other locations in relation to Metro's monthly passenger trips. Reported by Metrobus, Metrorail, and Metro parking lots.
Calculation: Number of crimes / (number of passengers / 1,000,000)

Arrests, Citations and Summonses – The number of arrests and citations/summonses issued by the Metro Transit Police Department. Examples of citations/summonses include minor misdemeanors, fare evasion and public conduct violations.

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

[1] *Passengers are defined as follows:*

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

KPI: Bus On-Time Performance / Target = 80%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Feb.
FY 2010	77.0%	78.0%	75.0%	72.0%	74.0%	75.0%	79.4%	70.6%	76.6%	73.8%	73.8%	73.0%	75.1%
FY 2011	72.8%	74.7%	71.7%	72.7%	74.0%	75.7%	78.5%	76.9%					74.6%

KPI: Bus Fleet Reliability (Bus Mean Distance Between Failures) / Target = 7,400 Miles (Revised in January 2011)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Feb.
FY 2010	4,898	5,437	5,325	5,732	6,054	6,700	7,223	6,878	6,882	6,270	5,902	6,578	6,031
FY 2011	6,670	6,673	7,366	7,842	8,982	8,587	8,681	8,144					7,868

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

Type (~ % of Fleet)	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Avg.
CNG (30%)	8,853	7,842	7,905	9,059	9,093	6,680	9,165	9,939	10,410	9,520	10,242	8,480	8,932
Hybrid (27%)	10,546	9,499	8,844	9,944	10,161	11,378	11,361	13,526	14,198	12,474	11,853	11,158	11,245
Clean Diesel (8%)	11,109	7,990	7,345	7,933	10,547	7,931	10,300	12,118	12,290	12,958	11,473	8,042	10,003
All Other (35%)	4,804	4,562	4,102	4,517	4,332	4,921	4,798	4,698	5,718	5,699	5,751	6,191	5,008

KPI: Rail On-Time Performance by Line / Target = 95%

	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Avg.
Red Line	88.9%	90.0%	91.0%	90.1%	88.5%	88.3%	88.0%	88.3%	87.5%	87.9%	85.1%	87.2%	88.4%
Blue Line	88.2%	88.9%	88.3%	87.5%	86.0%	86.1%	88.3%	87.3%	87.9%	86.3%	88.0%	86.4%	87.4%
Orange Line	92.2%	92.1%	91.4%	90.4%	88.8%	90.5%	92.1%	91.6%	91.0%	90.0%	91.7%	91.4%	91.1%
Green Line	91.1%	90.7%	91.0%	90.8%	90.3%	91.9%	91.9%	91.0%	88.3%	86.5%	90.2%	90.1%	90.3%
Yellow Line	91.4%	90.4%	90.7%	89.8%	89.0%	91.4%	92.0%	90.7%	91.2%	91.0%	91.5%	92.4%	91.0%
Average (All Lines)	90.0%	90.3%	90.6%	89.9%	88.6%	89.2%	89.7%	89.3%	88.5%	87.9%	88.0%	88.7%	

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

	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Avg.
1000 series railcars	37,742	33,487	41,859	32,241	32,258	46,370	43,908	40,517	45,595	45,557	54,137	46,302	41,664
2000/3000 series railcars	56,513	52,011	44,354	49,175	65,428	39,911	49,582	31,572	35,820	42,065	28,076	40,431	44,578
4000 series railcars	41,982	27,659	41,703	18,166	21,553	17,893	18,645	36,587	25,073	25,195	31,393	31,646	28,124
5000 series railcars	39,500	47,952	55,967	29,265	28,290	29,410	34,094	44,462	54,016	47,509	30,078	47,868	40,701
6000 series railcars	78,393	110,522	80,046	93,631	57,029	107,198	77,921	88,918	119,427	56,172	74,865	110,928	87,921
Fleet average	49,088	46,943	49,375	39,573	42,424	40,435	43,420	41,121	45,471	43,712	37,703	48,241	

KPI: MetroAccess On-Time Performance / Target = 92%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Feb.
FY 2010	92.1%	91.6%	91.4%	91.7%	91.6%	92.8%	93.5%	87.4%	91.7%	91.1%	92.1%	93.1%	91.5%
FY 2011	94.6%	94.3%	91.8%	91.2%	91.8%	92.9%	90.1%	89.0%					91.9%

KPI: Escalator System Availability / Target = 93%

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Feb.
FY 2010	89.6%	89.7%	90.6%	91.1%	91.6%	90.6%	90.0%	89.2%	89.5%	90.5%	89.6%	90.3%	90.3%
FY 2011	89.5%	88.9%	89.7%	89.5%	86.7%	88.6%	88.8%	86.6%					88.5%

KPI: Elevator System Availability / Target = 97.5%

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Feb.
FY 2010	96.1%	96.3%	96.3%	96.3%	96.0%	97.7%	99.0%	97.9%	97.5%	97.3%	96.4%	97.2%	97.0%
FY 2011	96.0%	94.8%	94.9%	97.0%	96.4%	96.4%	96.3%	96.0%					96.0%

KPI: Customer Injury Rate (per million passenger trips)*

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. thru Jan.
CY 2010	1.67	3.00	1.46	1.54	1.97	2.25	1.69	1.78	3.43	1.65	3.49	1.49	1.67
CY 2011	2.08												2.08

*Includes Metro Access and escalator injuries

Bus Customer Injury Rate (per million passenger trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. thru Jan.
CY 2010	2.08	3.66	1.73	1.77	1.84	3.33	2.40	1.61	6.92	1.98	5.91	1.78	2.08
CY 2011	1.72												1.72

Rail Customer Injury Rate (per million passenger trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. thru Jan.
CY 2010	0.06	0.15	0.10	0.19	0.22	0.20	0.10	0.11	0.17	0.11	0.18	0.00	0.06
CY 2011	0.13												0.13

Rail Transit Facilities Occupant Injury Rate (per million passenger trips)*

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. thru Jan.
CY 2010	1.09	2.31	0.99	0.91	1.31	1.03	0.89	1.35	0.95	1.22	1.56	1.09	1.09
CY 2011	2.00												2.00

*Includes escalator injuries.

KPI: Metro Access Customer Injury Rate (per million passengers trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. thru Jan.
CY 2010	26.18	22.06	21.57	31.55	48.11	46.48	34.47	38.84	24.61	14.45	25.50	20.53	26.18
CY 2011	16.45												16.45

KPI: Employee Injury Rate (per 200,000 hours)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. Thru Jan.
CY 2010	5.18	7.94	4.03	6.38	5.79	6.82	4.39	5.72	7.76	4.59	6.36	6.24	5.18
CY 2011	6.92												6.92

KPI: Crime Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. thru Jan.
FY 2010 Metrobus	0.43	0.80	1.24	0.88	1.37	0.89	0.52	0.23	0.74	1.23	1.46	0.96	0.88
FY 2011 Metrobus	0.86	0.66	1.50	1.51	0.90	0.89	0.86						1.03
FY 2010 Metrorail	5.40	5.03	5.38	5.43	6.78	5.76	7.59	6.11	4.68	5.06	6.11	5.26	5.91
FY 2011 Metrorail	6.19	4.91	6.95	4.97	6.38	6.71	6.63						6.11
FY 2010 Metro Parking Lots	2.14	2.23	4.32	3.85	6.41	3.63	2.79	2.53	3.05	2.39	4.53	3.94	3.62
FY 2011 Metro Parking Lots	4.06	5.40	2.75	2.17	2.89	4.54	3.06						3.55

*December 2010 Metrobus crime rate revised.

Crimes by Type***

	Feb-10	Mar-10	Apr-10	May-10	June-10	July-10	Aug-10	Sept-10	Oct-10	Nov-10	Dec-10	Jan-11	Avg.
Robbery	81	86	91	89	71	66	58	83	76	91	97	92	82
Larceny	27	69	66	97	111	131	111	91	50	58	67	44	77
Motor Vehicle Theft	5	6	9	13	13	10	18	9	17	13	10	15	12
Attempted Motor Vehicle Theft	1	6	9	9	5	10	6	9	3	3	3	6	6
Aggravated Assault	7	7	9	15	7	14	15	14	14	11	12	9	11
Rape	2	0	0	0	0	1	0	0	0	1	0	0	0
Burglary	0	0	0	1	0	0	0	1	1	1	0	0	0
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	-
Arson	0	0	0	0	0	0	0	0	0	0	0	0	-
Total	**123**	**174**	**184**	**224**	**207**	**232**	**208**	**207**	**161**	**178**	**189**	**166**	**188**

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

KPI: Metro Transit Police Arrests, Citations and Summonses

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. thru Jan.
FY 2010 Arrests	168	164	169	187	160	156	142	100	201	193	193	146	164
FY 2011 Arrests	234	194	178	139	113	126	135						160
FY 2010 Citations/Summonses	770	517	545	575	468	492	543	295	572	559	639	647	559
FY 2011 Citations/Summonses	727	644	650	611	440	379	433						555

KPI: Customer Commendation Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Feb.
FY 2010	12.9	10.6	10.2	10.3	9.1	9.2	10.3	9.7	10.7	13.4	11.7	11.0	10.3
FY 2011	11.3	9.0	8.5	10.2	10.0	11.1	13.8	12.9					10.9

KPI: Customer Complaint Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Feb.
FY 2010	147	143	145	130	124	121	119	162	140	124	136	147	136
FY 2011	150	138	129	125	128	125	130	148					134

Metrobus Ridership (millions)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Feb.
FY 2009	12.1	11.7	11.9	12.3	10.2	10.5	10.2	10.2	11.3	11.2	10.9	11.3	11.1
FY 2010	11.8	11.2	11.4	11.3	9.8	9.3	9.6	7.1	11.0	10.8	10.3	10.5	10.2
FY 2011	10.4	10.6	10.5	10.6	10.1	9.0	9.3	9.7					10.0

Metrorail Ridership (millions)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Feb.
FY 2009	21.0	18.5	18.2	19.7	16.1	16.4	18.5	16.6	19.1	20.3	18.4	20.1	18.1
FY 2010	20.5	17.9	17.8	19.0	16.4	16.0	16.5	13.4	20.3	20.8	18.3	20.3	17.2
FY 2011	20.2	18.5	17.8	18.9	16.6	15.7	16.0	16.0					17.5

MetroAccess Ridership (100,000s)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Feb.
FY 2009	1.63	1.62	1.69	1.82	1.57	1.73	1.58	1.72	1.91	1.97	1.90	1.93	1.67
FY 2010	1.98	1.95	1.99	2.08	1.90	1.82	1.91	1.36	2.32	2.22	2.08	2.15	1.88
FY 2011	2.03	2.06	2.03	2.08	1.96	1.95	1.82	1.90					1.98