Vital Signs Report

A Scorecard of Metro's

Key Performance Indicators (KPI)

Office of Performance

Chief Performance Officer

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Vital Signs Report – March 2011
Executive Summary

Metrobus on-time performance has steadily increased for four straight months, from October - January. Service Operations Managers on the street continued to strengthen Metro's ability to promptly address service challenges, aided by IT applications that allow for real-time monitoring. Bus fleet reliability improved in January, outperforming the new target of 7,400 miles by 17% due in part to regularly scheduled preventive maintenance and better-performing hybrid buses becoming a larger portion of the fleet.

January's rail on-time performance represented a stop to the recent three-month downward trend. On-time performance improved on the Blue, Orange, Green and Yellow lines with the largest improvements on the Green Line which performed at 90.2% adherence to weekday headways. These improvements occurred despite a 14% decrease in rail fleet reliability from December for the 2000-3000 railcars and 5000 railcars.

MetroAccess fell below its target of 92% in January with 90.2% on-time performance. This was due to the ice and snow storm January 26-27 that severely impacted road conditions throughout the service area.

Escalator availability increased in January by 0.2% (which equals 1 unit) as a result of less unscheduled maintenance hours and faster repair times (Mean Time to Repair). Escalator availability gains were dampened by an increase in planned outages for modernization/overhaul projects. Elevator availability stayed consistent with December performance, despite a 10% increase in out of service hours related to power outages.

Bus crime was down in December. However, the holiday season brought an anticipated increase in robberies and thefts, impacting the crime rates for Metrorail and Parking Lots. Passenger injuries declined in December, contributing to the lowest rate of passenger injuries this fiscal year. Employee injuries exceeded the FY 2010 employee injury rate for the first time this fiscal year, due to an increase in straining and slips/falls.

The commendation rate increased significantly in January (24%) reaching the highest level in this fiscal year mainly due to the bus operators' handling of treacherous conditions during the January 26-27 snowstorm.

Future Performance Action Highlights:

- Complete the replacement of the Southeastern bus garage, now known as Shepherd Parkway Bus Facility, by summer 2012. Completing this new garage will eliminate overcrowding at other bus facilities and provide more efficient maintenance for the fleet assigned to this facility.
- Metro has launched an aggressive 2011 track overhaul project to restore the rail system to a state of good repair. The work will require single tracking and/or station closures during seven weekends.
- MetroAccess will communicate upcoming fare changes with customers and assist with travel planning to make the transition smooth.
- Metro will improve escalator performance through a number of actions, including increasing preventive maintenance compliance to proactively identify maintenance issues and reduce units going out of service unexpectedly.
- The Department of Safety will regularly release "Lessons Learned" that will describe safety issues that have arisen on our system and other transit providers and point out how to prevent recurrences.

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	372,471 (January 2011)
Rail	217 million	678,711 (January 2011)
MetroAccess	2.4 million	7,315 (January 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 ADA core service area - $3.00; Outside ADA core service area - $2.00 to $4.00 supplemental fare
Paratransit Vehicle Fleet**	600
Average Fleet Age**	3.6 years
Paratransit Garages	7 (1 in DC, 4 in MD and 2 in VA)
Contract Provider	MV Transportation

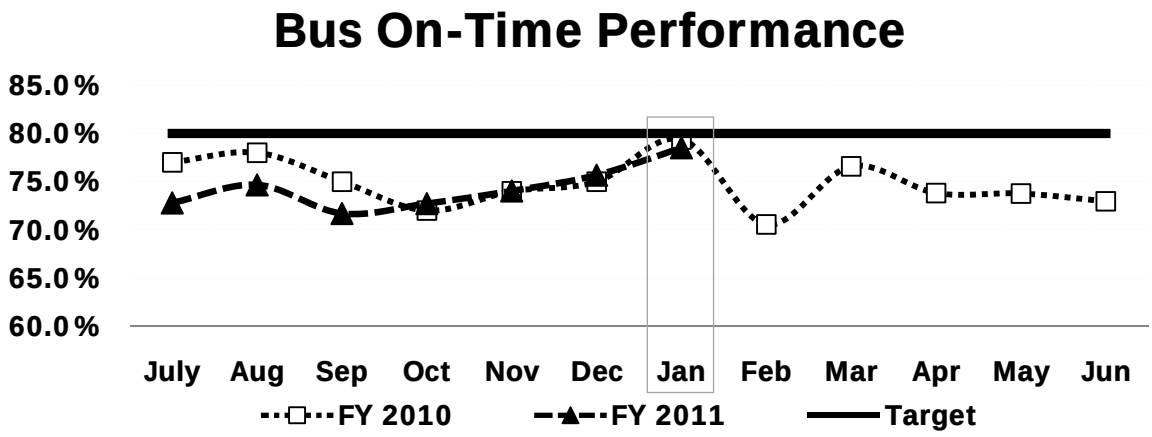
***As of November 2010.*

KPI: Bus On-Time Performance (January) 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 has steadily increased for four straight months. January 2011 performance improved by almost 3 percentage points when compared to the previous month; this is also the largest percentage improvement since the beginning of the fiscal year. (January data does not include periods of time when bus service had to be suspended due to snow emergency conditions on area roadways.)
- Improved performance continues to be driven by the realignment of Service Operations Managers on the street. In addition, Service Operations Managers have become well versed in monitoring on-time performance using NextBus and a dashboard application, an intranet based tool used to monitor key performance indicators such as on-time performance. These applications allow for real time monitoring and a more prompt response to some on-time performance challenges.
- By January of each year operators have become familiar with their new routes chosen during the June pick process which results in behavior that promotes on-time performance.



Actions to Improve Performance

- Continue to correct bus bunching through multiple strategies including turning buses back or having buses skip a stop when there is another bus immediately behind it. Metro's longer-term preventative steps involve working with regional partners (who own and maintain the roads) to implement engineering changes that create faster travel time for buses.
- Metro has graduated 146 Bus Operators since the August 2010 recruiting initiative began and will continue to recruit additional Bus Operators to close the vacancy gap.
- Each Service Operation Manager will continue to conduct daily on-time performance checks and submit their results to Superintendants for further quality assurance.
- Develop service adjustment strategies to address detours (such as the month long detour of Maryland routes: A11, A12, V14, and V15 due to road construction) that regularly challenge on-time performance.
- Examine the number of bus stops by line to make sure they have the proper amount of stops in the best locations. Metro estimates 10-20 seconds can be saved for each excessive stop that is reduced.

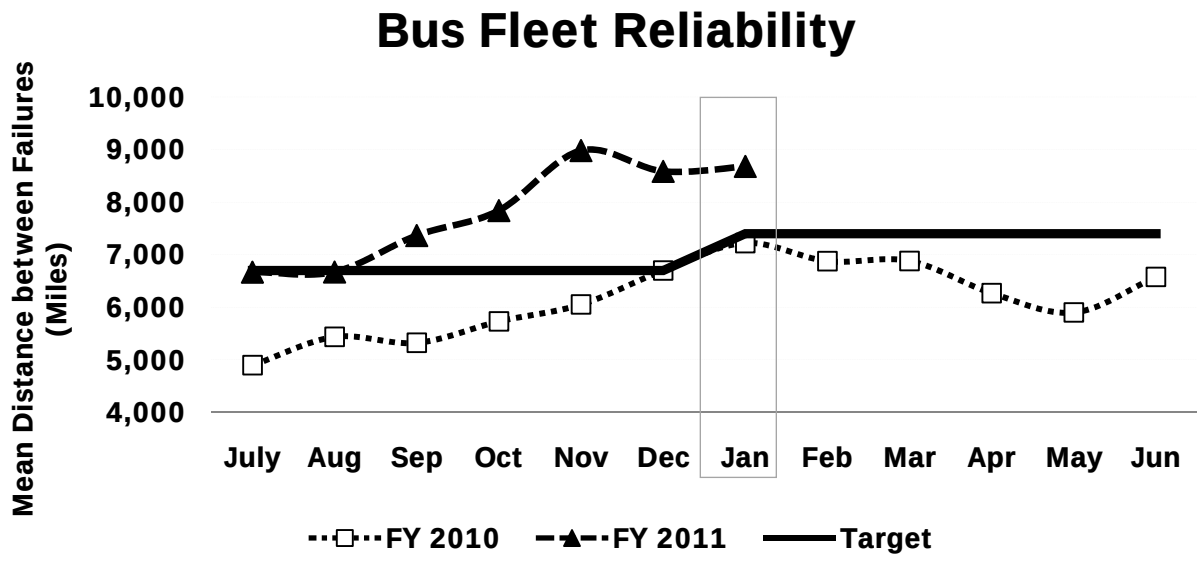
Conclusion: Bus on-time performance has steadily increased for four straight months. The role of Service Operations Managers continues to be essential in promoting on-time performance and strengthening Metro's ability to promptly address service challenges.

KPI:	Bus Fleet Reliability (January) (Mean Distance Between Failures)	Objective 2.1 Improve Service Reliability

Reason to Track: One source of reliability problems is vehicle breakdowns that cause buses to go out of service. This key performance indicator communicates service reliability and is used to monitor trends in vehicle breakdowns 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:

- Effective January 2011, the bus fleet reliability target was revised from 6,700 miles between failures to 7,400 miles. The new target was established based on a statistical analysis of 2010 calendar year data and reflects projected bus rehabilitation schedules, acquisition of new buses, revenue miles and non-revenue miles, seasonal impacts, uncertainty related to new technology and fleet composition.
- Despite inclement weather in January, bus fleet reliability outperformed the target by 1,281 miles or 17%.
- The target exceeding trend can also be attributed to regularly scheduled preventive maintenance being done on all buses. Additionally, hybrid buses are becoming a larger proportion of the fleet and hybrid buses cause less than half of the road calls when compared to the older Diesel buses.
- Bus maintenance continued to improve fleet reliability despite lost trips due to mechanical failures caused by cooling and electrical systems. These systems endure stress caused by rapid heating and cooling of components in very cold weather. This type of failure tends to occur more frequently in Diesel buses.



Actions to Improve Performance

- Review out of service reports, road call data, repair actions, and engine failures by each maintenance division to assist in diagnosis, repair and preemptive actions.
- Complete the replacement of the Southeastern garage, now known as Shepherd Parkway Bus Facility by summer 2012. Completing this new garage will eliminate overcrowding at other facilities and provide more efficient maintenance for the fleet assigned to this new facility.

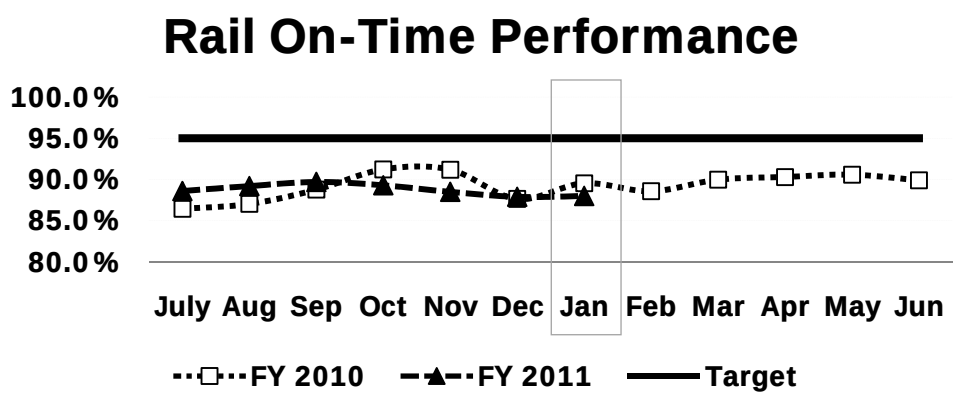
Conclusion: Given the continued fleet reliability improvements, Metro raised its performance target from 6,700 miles between failures to 7,400. Bus maintenance continues to evaluate performance information to examine trends and identify actions to keep the Metrobus fleet reliable.

KPI: Rail On-Time Performance (January) **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 such as sick passengers or offloads. On-time performance is a component of customer satisfaction.

Why Did Performance Change?

- January 2011 system-wide on-time performance of 88.0% represented a stop to the recent downward trend. In January, on-time performance improved on the Blue, Orange, Green and Yellow lines with the largest improvement occurring on the Green Line, which performed at 90.2% adherence to weekday headways.
- On-time performance for the Red Line was 85.1 % for January, the lowest for the last 12 months. Ongoing track work during mid-day hours on the Red Line between Silver Spring and Forest Glen stations, contributed to holding down the performance on this line. Downed electrical wires stopped service in the Red Line between Shady Grove and Twinbrook on January 18, and arcing insulators during the snow storm January 26 and 27 lowered headway adherence on the Red Line.
- Door malfunctions resulting in delays of four minutes or more occurred 91 times during the month of January which is a 30% increase when compared to December. However, there were fewer delays due to other causes, offsetting some of this increase.
- Metrorail continues to operate trains in manual mode, rather than in automatic mode, which has been demonstrated to result in a 5% reduction in headway adherence on average.



Actions to Improve Performance

- Delays related to railcars account for more than half of all delay-causing incidents reported on the rail system. Evaluating trend data on the subsystem failures resulting in delays is ongoing, and preventive maintenance campaigns are being planned to target items that will have the most benefit to the customers.
- Metro has launched an aggressive 2011 track overhaul project to restore the rail system to a state of good repair. The work will require single tracking and/or station closures during the weekends of: Feb 18- 21, March 4-6, March 11-13, May 27-30, September 2-5, October 7-10, and November 10-13. This may result in unexpected congestion in the system and people rushing to catch up after delays. Riders are encouraged to subscribe to e-alerts and can always visit www.metroopensdoors.com for updates. Free shuttle service will be provided to transport customers past work zones.
- Rail engineering staff will continue to review technical systems functions and generating work orders each day to ensure that the system is operating properly and safely.
- Send Metrorail scheduling staff to field offices and the OCC to evaluate how schedules are incorporated into daily rail functions to identify areas for improvement (e.g., feasibility of schedule).

Conclusion: January's system-wide on-time performance of 88.0% represented a stop to the recent downward trend. The largest improvement occurred on the Green Line, which performed at 90.2% adherence to weekday headways.

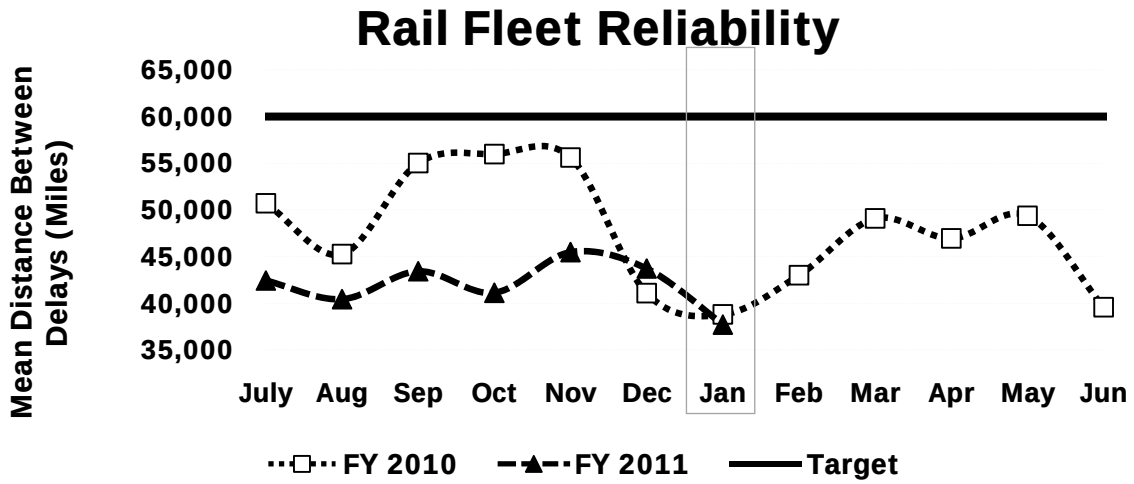
KPI: Rail Fleet Reliability (January) (Mean Distance Between Delays)

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?

- System-wide, rail fleet reliability decreased by 14% in January 2011. The largest contribution to this was a decrease in the mean distance between delays for the 2000-3000 railcars and the 5000 railcars.
- The 2000-3000 railcars provide over a third of Metro's rail service so when these car's performance declines, the system-wide fleet reliability will be pulled down. In January, the 2000-3000 railcars had a notable increase in door malfunctions that resulted in delays.
- The 5000 Series railcar reliability decline was due to an increase in door, brake and ATC mechanical issues resulting in delays.
- Although the system-wide fleet reliability decreased in January, improvements in brake reliability for the 1000 Series cars continued for the third consecutive month raising its monthly mean distance between delay. The 6000 and 4000 series also experienced higher reliability in January.



Actions to Improve Performance

- Increase announcements to inform customers about standing back when they hear the door closing chimes to prevent door malfunctions.
- Continue to analyze railcar delay patterns and conduct campaigns to target specific railcar subsystems for detailed diagnostic and preventive maintenance activities to improve fleet reliability.
- Maintain effort to keep subsystems that typically do not cause delay incidents such as HVAC and propulsion from escalating.

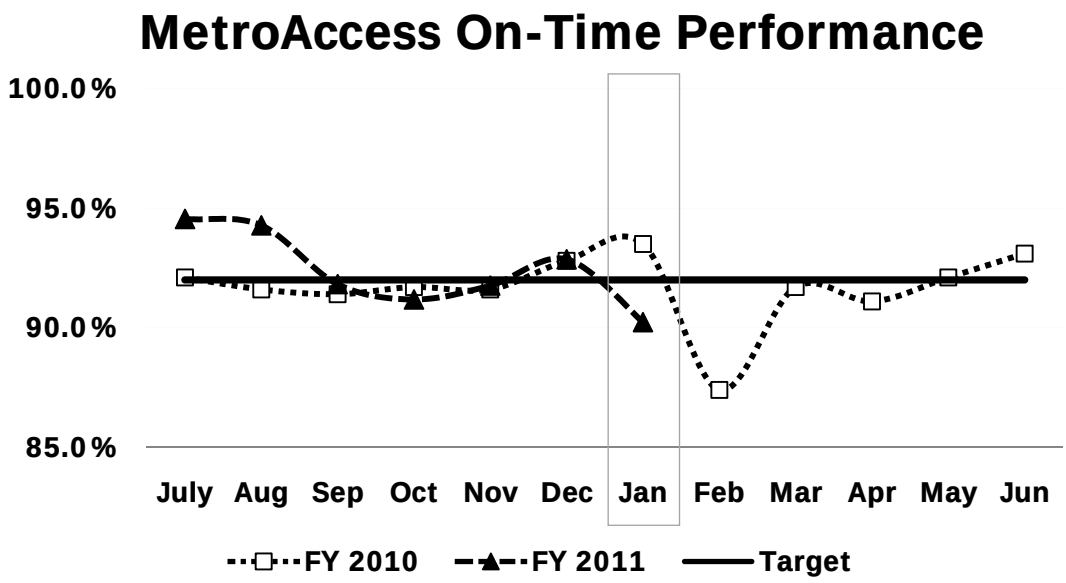
Conclusion: For the 5,806,288 miles operated in revenue service, the mean distance between delay declined to 37,703 miles during the month of January, largely due to lower performance of the 2000-3000 railcars and 5000 railcars.

KPI: MetroAccess On-Time Performance (January) **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 fell below its target in January with 90.1% on-time performance due to severe weather that severely impacted road conditions throughout the service area.
- MetroAccess' ongoing effort to manage service delivery in compliance with federal guidelines and customer expectations is evident in the consistent service performance that is being provided.



Actions to Improve Performance

- MetroAccess staff is continuing to monitor service efficiency and safety, and focuses on training efforts to ensure service quality.
- Staff communicates with customers about MetroAccess service parameters and policies so they are aware of what to expect when using the service. MetroAccess also monitors, reviews and adjusts the schedule daily to make sure that service is provided consistently within service standards. This helps manage expectations and maintain compliance with required service criteria.
- MetroAccess is communicating upcoming fare changes with customers and assisting with travel planning to help make the transition smooth.

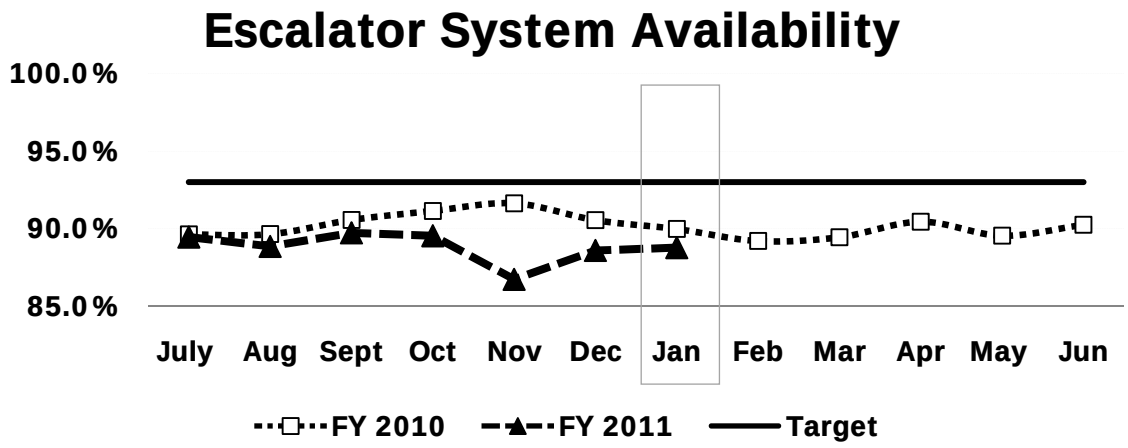
Conclusion: MetroAccess provides reliable, on-time transportation for people with disabilities, meeting the travel needs of over 7,300 customers each day.

KPI: Escalator System Availability (January) **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?

- System-wide escalator availability increased slightly in January 2011 (0.2%, which "equals" 1 unit) as a result of 4,000 less unscheduled maintenance hours compared with December and faster repair times (Mean Time to Repair – MTTR).
- Maintenance staff resolved unscheduled escalator maintenance work 17% quicker in January (January MTTR - 13.89 hours; December MTTR - 16.32 hours).
- Escalator availability gains were offset by an increase in planned outages for modernization/overhaul projects. In January, a total of twenty-two escalators were out of service due to overhaul work (including "walker" units), compared with seventeen in December. This reduced availability at ten stations, including Foggy Bottom where work began on one of three escalators that will be replaced this year. Major overhaul work was completed on platform escalators at Gallery Pl-Chinatown, Virginia Square-GMU and Union Station, bringing these units back into service. However, overhaul work continues on other units at Gallery Pl-Chinatown and Union Station.



Actions to Improve Performance

- Analyze performance information to focus maintenance work, including developing equipment performance trends to identify problem units or components.
- Improve preventive maintenance compliance in order to proactively identify maintenance issues and reduce units going out of service unexpectedly.
- For modernization projects, work with contractors to accelerate scheduling and reduce out of service time by adding a second shift.
- Increase parts inventory in order to reduce the number of units out of service awaiting materials.

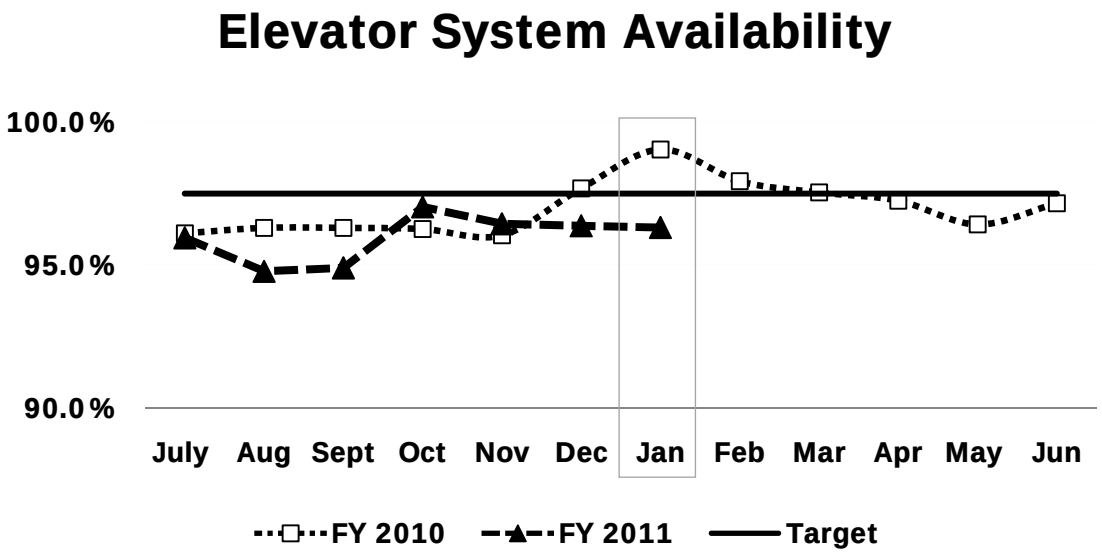
Conclusion: Metrorail escalators were available for 312,701 hours in January (equivalent to an average of 522 out of 588 escalators in operation system-wide). This represents an increase of 0.2% in availability from December when 521 units were available.

KPI: Elevator System Availability (January) **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 January 2011 was 96.3%, staying consistent with December. On average, 228 of 237 elevators were available during the month.
- Out of service hours related to power outages increased in January, accounting for 10% of unscheduled elevator maintenance hours. Stations significantly impacted included Wheaton, Union Station and Dupont Circle.



Actions to Improve Performance

- Analyze performance information to focus maintenance work, including developing equipment performance trends to identify problem units or components.
- Increase parts inventory in order to reduce the number of units out of service awaiting materials.

Conclusion: Metrorail elevators were available for 136,722 hours in January (equivalent to an average of 228 out of 237 elevators in operation system-wide). This is consistent with December performance.

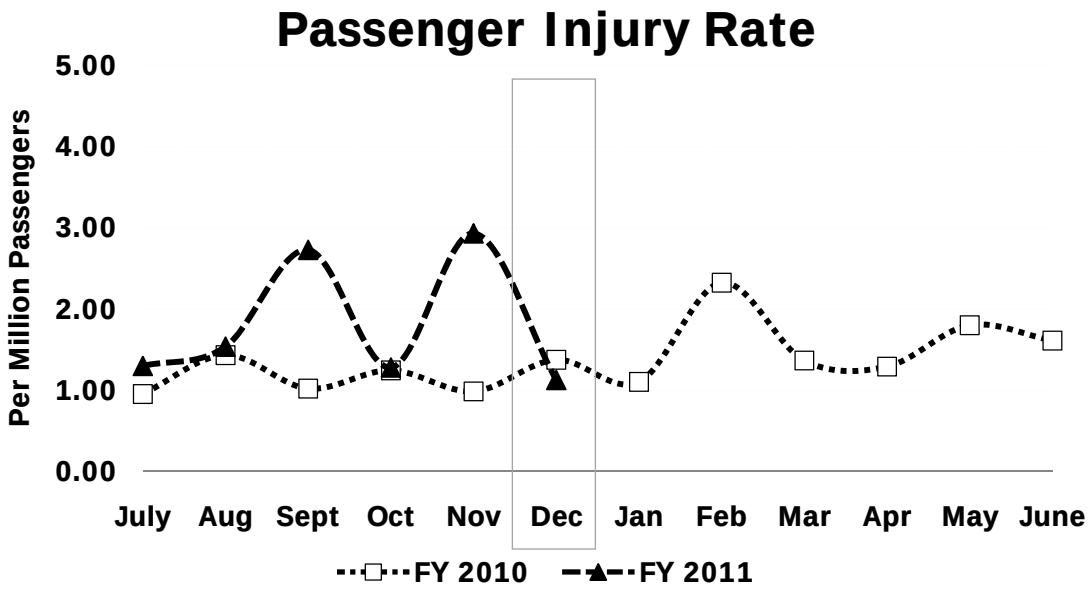
KPI: Passenger Injury Rate (December)

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?

- Passenger injuries declined on Metrobus, Metrorail and in Metrorail facilities during the month of December 2010, resulting in the lowest rate of passenger injuries during the fiscal year and 61% lower when compared to the previous month. For every 1 million passenger trips in December, 1 injury occurred.
- The use of monitoring devices such as DriveCam, have had a clear impact on improving bus operator driving behaviors.
- During the month of December bus and rail ridership was at a low point for the year due to holidays and vacations. Less congested stations result in fewer slips/falls on escalators and rail station platforms. In addition, the Shady Grove Metrorail station platform repair was completed three days early as a result of repair work that took place round-the-clock.
- Two of the five injuries on MetroAccess occurred during separate non-preventable collisions. The three additional injuries occurred in preventable non-collision incidents, including two passenger seatbelt related incidents and one incident which occurred after the passenger had left the vehicle and was being assisted to their door.



Actions to Improve Performance

- Encourage safe behavior through rail station public service announcements informing customers to use elevators when appropriate, to hold the escalator hand rail, not to run on the escalator, and to hold the hand of small children while using the escalator.
- Enhance the usage of DriveCam by tracking an "effectiveness rating" to ensure this technology is being used to its fullest potential to improve driving behavior.
- Continue MetroAccess safety awareness campaigns including campaigns stressing to operators and customers the necessity of proper seatbelt usage at all times.

Conclusion: Passenger injuries declined on Metrobus, Metrorail and in Metrorail facilities during the month of December 2010, resulting in the lowest rate of passenger injuries during the fiscal year and 61% lower when compared to the previous month.

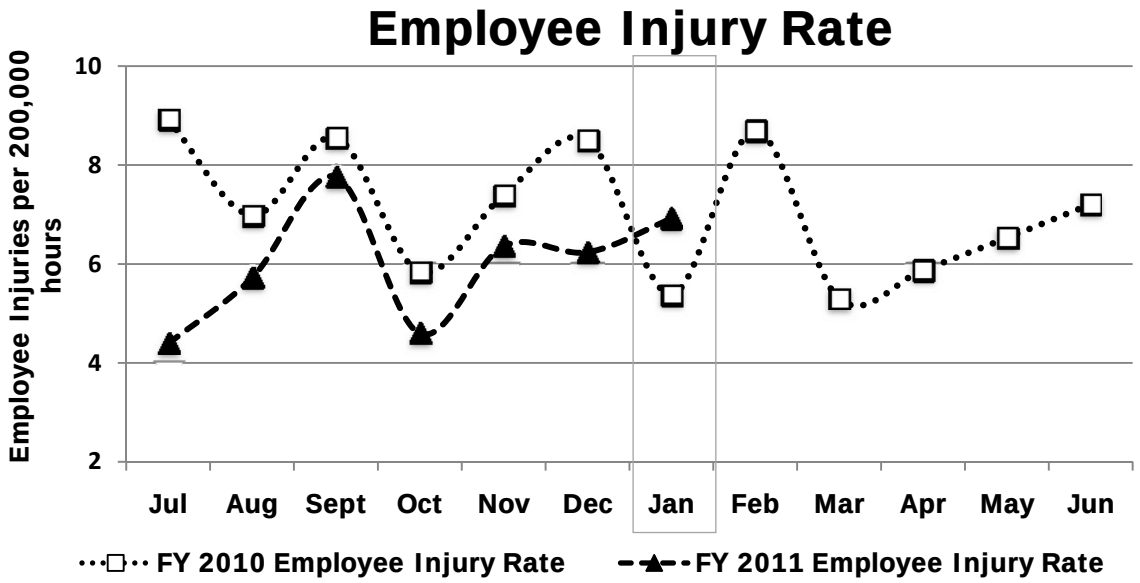
KPI: Employee Injury Rate (January)

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?

- For the past six month, Metro's employee injury rate has been below FY 2010. In January 2011, the employee injury rate exceeded the FY 2010 employee injury rate for the first time this fiscal 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.
- 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.
- Metro will strictly enforce a "zero tolerance" policy regarding unauthorized use of electronic devices while operating revenue 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: The average employee injury rate is lower than the last fiscal year. Metro will continue to emphasize hazard management practices to reduce the overall employee injury rate.

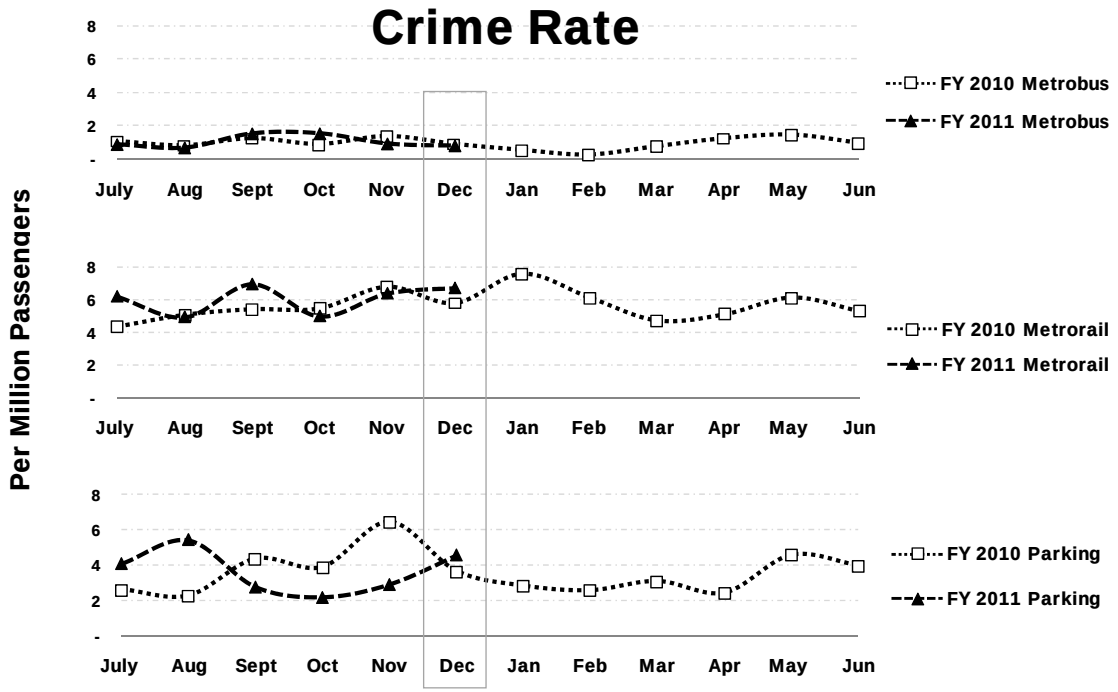
KPI: Crime Rate (December) Per Million Passengers

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?

- Bus crimes per million riders was reduced by over 13% in December 2010 due to better identification and focus on crime hot spots resulting from MetroStat crime analysis.
- The Metrorail crime rate increased slightly in December due to an increase in robberies. In anticipation of increased crime during the holiday season, MTPD added undercover robbery suppression teams. MTPD also established officer details to address youth disorder during holiday school closings. As a result of these efforts, robberies only increased by 6.6% in December, bicycle thefts (included in the Metrorail crime rate) continued to reduce (down 84% in Dec.) due to seasonal influences (Nov: 19; Dec: 3).
- Parking lot crime increased for the month of December (Nov: 58; Dec: 71) due to thefts of parts/accessories (typically GPS devices or radios) and thefts from automobiles (e.g., personal items such as clothing, CDs, electronic devices, or change). It is not unusual to experience an increase in thefts during the holiday season, when criminals expect to exchange stolen items for cash. Despite the increase, overall parking lot crime for the calendar year is reduced by over 8% (2009 – 819, 2010 – 747).



Actions to Improve Performance

- Continue to enhance crime analysis provided in MTPD's MetroStat process through GIS mapping, providing additional information for targeting deployment strategies based on geographic concentrations of crime.
- Midnight mobile patrol officers are giving special attention to parking lots where commuters park vehicles for multiple days and overnight. Officers will be encouraged to establish a base of operation at high crime stations.
- In order to increase officer presence in the transit system and enhance organizational effectiveness, MTPD will examine new deployment strategies such as moving specialized units to patrol operations.

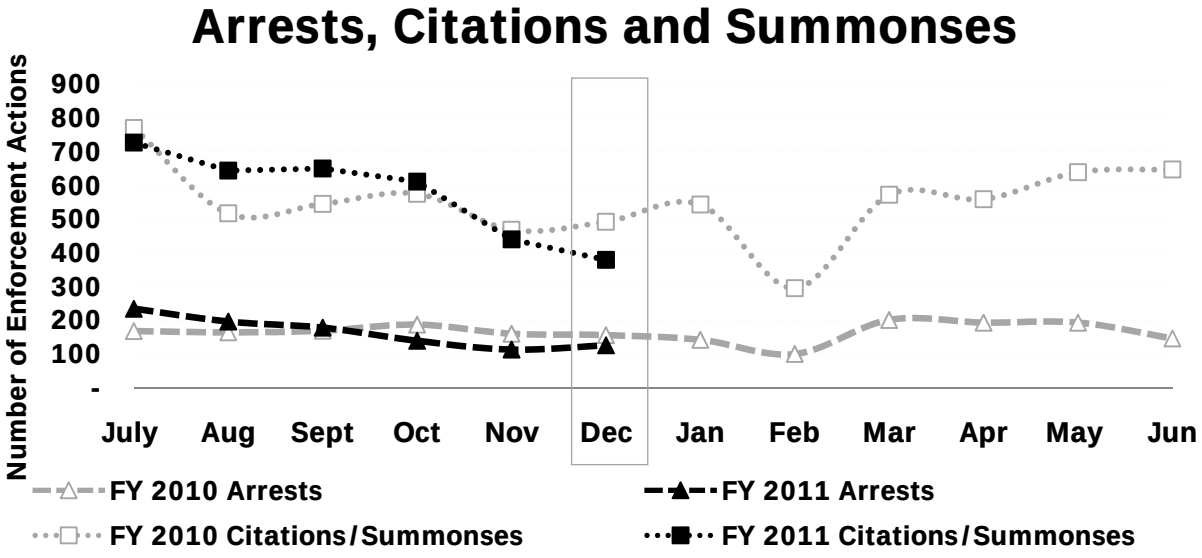
Conclusion: Bus crime was down in December. The holiday season brought an anticipated increase in robberies and thefts, impacting the crime rates for Metrorail and Parking Lots.

KPI: Arrests, Citations and Summonses (December) — **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 increased for December 2010 by 11.5% over November. Calls for service were down for the month, attributed to reduced ridership during the holiday season. When paired, these two statistics indicate officers are engaging in self-initiated, pro-active crime suppression activity.
- Two key arrests in December were made at the New Carrollton parking garage and the L'Enfant Plaza station. At New Carrollton, the suspect was arrested for breaking into three vehicles and stealing handicapped parking placards and other property. At L'Enfant Plaza, three juvenile offenders were arrested for assaulting and robbing a rider on a train. The suspects were caught after a foot pursuit leading the officers out of the station and into the streets where the suspect was apprehended.
- The reduction in the number of citations and/or summons issued (Nov.: 440, Dec.: 379) reflects a shift in focus from fare gate surveillance to station platform security.



Actions to Improve Performance

- With the conclusion of the holiday season, MTPD will balance patrol attention between platform security and the issuance of citations for public conduct ordinances.
- MTPD plans to conduct a number of targeted train inspections in January as part of Metro's anti-terrorism efforts. These inspections typically take place during peak periods when the most riders are in the system. Looking out for suspicious activity, officers spread out along the length of the station platform and inspect all trains passing through a station.
- The MTPD is actively engaged in regional planning and preparation for the State of the Union Address in January.

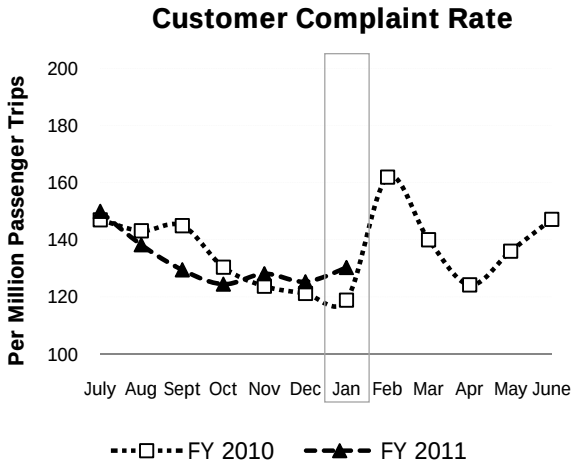
Conclusion: Self-initiated, pro-active crime suppression activity by MTPD in December resulted in an increase in arrests. Citations/summonses were down as MTPD focus shifted from fare gate evasion to platform security.

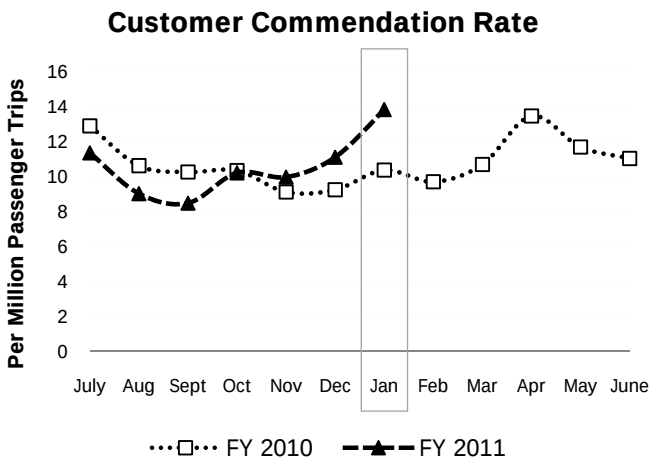
KPI: Customer Comment Rate (January) Objective 2.3 Maximize Rider Satisfaction

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 January, Metro's overall complaint rate increased slightly while the commendation rate increased by 24% reaching the highest level in this fiscal year.
- **Rail:** The number of complaints increased from December mainly due to a 27% increase in safety complaints, and continued complaints about bag searches at rail stations. A 23% decrease in rude and discourteous behavior complaints is also notable for the month. The commendation rate for rail increased slightly in January.
- **Bus:** Complaints regarding service reliability increased in January. However, the number of commendations bus received nearly doubled mainly regarding bus operators' handling of the treacherous conditions during the snowstorm January 26-27.
- **MetroAccess:** MetroAccess' complaint rate remained nearly constant for the month of January overall, however calls about no-shows were down by 25% for the month.





Actions to Improve Performance

- **Rail:** Increase communication with customers regarding how the railcar doors work, and encourage customers to stand back when the doors are closing. This will improve customers' personal safety and reduce service disruptions.
- **Bus:** Continue to have Service Operations Managers managing service provision by monitoring schedule adherence to maintain and improve service reliability.
- **MetroAccess:** Continue to provide quality service and communicate with customers to manage expectations. Monitor complaint and commendation information to verify service performance as an additional confirmation.

Conclusion: Metro's commendation rate increased by 24% reaching the highest level in this fiscal year mainly due to the bus operators' handling of the treacherous conditions during the snowstorm January 26-27.

General Manager's 6-Month Action Plan (January)

	Actions Through: Nov	Dec	Jan	Feb	Mar	Apr	May
Create a Safer Organization							
Increase safety training							
Continue the accelerated close out of open safety-related audit findings	✓						
Develop strategy in response to Corporate Executive Board safety survey results							
Address system-wide vulnerability							
Begin analysis of incident tracking and safety measurement system							
Encourage near miss reporting agreement with union							
Complete actions regarding Elevator and Escalator operations							
Complete radio and communications system upgrade							
Deliver Quality Service							
Increase training for front-line employees and supervisors							
Produce Annual Performance Report							
Increase Bus Operator Recruitment							
Improve the availability of operations information for customer travel planning							
Improve responsiveness to customer comments							
Prepare for expansion of Metrorail system to accommodate changing travel patterns and launch of service to Dulles							
Use Every Resource Wisely							
Manage the transition to our next six-year program, currently being developed	✓						
Initiate a discussion with regional and federal stakeholders on Metro's long-term fiscal outlook to identify both challenge and solution	✓						
Financial Systems Integration							
Reduce paper fare media							
Develop, implement and manage procurement, inventory and management of assets							
Address parking asset management							

Summary of results to date:

Each action has been assigned to specific members of the executive staff. Detailed execution steps have been laid out with clear due-dates. The GM is constantly monitoring the progress being made on each task and maintaining accountability for results.

Scorecard Key -

Accomplished	✓
On schedule	
Requires attention	X

Jurisdictional Measures (FY 2010 Actual)

Output:	**Revenue Vehicle Miles (Thousands)**	
Metrorail		66,699
Metrobus		37,648
Output:	**Passengers Per Revenue Vehicle Mile**	
Metrorail		3.26
Metrobus		3.28
Efficiency:	**Operating Cost Per Revenue Vehicle Mile**	
Metrorail		$11.84
Metrobus		$12.99
Efficiency:	**Farebox Recovery Ratio**	
Metrorail		62.1%
Metrobus		22.9%
MetroAccess		4.4%
WMATA Systemwide		44.0%
Efficiency:	**Operating Cost Per Passenger Trip**	
Metrorail		$3.64
Metrobus		$3.96
MetroAccess		$41.39
Outcome:	**Annual Ridership (Thousands)**	
Metrorail (linked trips)		217,219
Metrobus (unlinked trips)		123,847
MetroAccess		2,377
Outcome:	**Maryland Annual Ridership (Thousands)**	
Metrorail		85,736
Metrobus		35,767
MetroAccess		1,429
Outcome:	**District of Columbia Annual Ridership (Thousands)**	
Metrorail		66,056
Metrobus		67,271
MetroAccess		634
Outcome:	**Virginia Annual Ridership (Thousands)**	
Metrorail		65,448
Metrobus		20,809
MetroAccess		314

Jurisdictional Measures

Metrobus in Fairfax County	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Estimate	FY11 Estimate
Metrobus Routes	87	100	91	75 [1]	75
Trips Originating in Fairfax County	9,272,000	10,040,500	9,440,351	10,445,132	9,629,158
Platform Hours	372,266	395,999	407,844	371,721	395,662
Platform Miles	7,065,260	7,310,086	6,565,966	6,662,941	7,330,351
Operating Subsidy	$36,723,400	$36,744,578	$42,761,346	$40,219,382	$40,650,118
Operating Subsidy/ Platform Mile	$5.20	$5.03	$6.51	$6.04	$5.55
Operating Subsidy/ Platform Hour	$98.65	$92.79	$104.85	$108.20	$102.74
Operating Subsidy Per Trip	$3.96	$3.66	$4.53	$3.85	$4.22
Percent Change in Fairfax County Trips	0.0%	8.3%	-6.0%	3.0%	-7.8%

Metrorail in Fairfax County	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Estimate	FY11 Estimate
Fairfax County Ridership	28,815,191	28,432,596	29,012,470	30,164,141	29,592,719
Operating Subsidy	$17,496,099	$19,266,866	$17,334,537	$24,137,403	$16,999,647
Operating Subsidy Per Metrorail Passenger	$0.61	$0.68	$0.60	$0.80	$0.57
Percent Change in Metrorail Ridership	-3.3%	-1.3%	2.0%	3.0%	3.0%

[1] FY10 Metrobus Routes as of April 2010

Produced by jurisdictional request based on available data.

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 Passenger Trips) – The number of customers injured and requiring medical transport from the transit system (rail, bus and MetroAccess) for every one million passenger trips. Customer injuries per million passenger trips is used to demonstrate the relative proportion of safe service which is provided.

Calculation: Bus passenger injuries, rail passenger injuries, rail facility injuries (including escalator injuries) and MetroAccess injuries / (passenger trips / 1,000,000).

Employee Injury Rate (per 200,000 hours) – The number of worker's compensation claims made by employees per month in relation to total hours worked.
Calculation: Number of Worker's Compensation Claims * 200,000 hours / total hours worked.

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 / (passenger trips / 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 – 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 / (passenger trips / 1,000,000)

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Jan.
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%	75.8%
FY 2011	72.8%	74.7%	71.7%	72.7%	74.0%	75.7%	78.5%						74.3%

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 Jan.
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	5,910
FY 2011	6,670	6,673	7,366	7,842	8,982	8,587	8,681						7,829

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

Type (~ % of Fleet)	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Avg.
CNG (30%)	8,935	8,853	7,842	7,905	9,059	9,093	6,680	9,165	9,939	10,410	9,520	10,242	8,970
Hybrid (27%)	10,666	10,546	9,499	8,844	9,944	10,161	11,378	11,361	13,526	14,198	12,474	11,853	11,204
Clean Diesel (8%)	9,911	11,109	7,990	7,345	7,933	10,547	7,931	10,300	12,118	12,290	12,958	11,473	10,159
All Other (35%)	4,928	4,804	4,562	4,102	4,517	4,332	4,921	4,798	4,698	5,718	5,699	5,751	4,903

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

	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Avg.
Red Line	87.9%	88.9%	90.0%	91.0%	90.1%	88.5%	88.3%	88.0%	88.3%	87.5%	87.9%	85.1%	88.5%
Blue Line	87.4%	88.2%	88.9%	88.3%	87.5%	86.0%	86.1%	88.3%	87.3%	87.9%	86.3%	88.0%	87.5%
Orange Line	88.7%	92.2%	92.1%	91.4%	90.4%	88.8%	90.5%	92.1%	91.6%	91.0%	90.0%	91.7%	90.9%
Green Line	89.4%	91.1%	90.7%	91.0%	90.8%	90.3%	91.9%	91.9%	91.0%	88.3%	86.5%	90.2%	90.3%
Yellow Line	91.4%	91.4%	90.4%	90.7%	89.8%	89.0%	91.4%	92.0%	90.7%	91.2%	91.0%	91.5%	90.9%
Average (All Lines)	88.6%	90.0%	90.3%	90.6%	89.9%	88.6%	89.2%	89.7%	89.3%	88.5%	87.9%	88.0%	

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

	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Avg.
1K	45,404	37,742	33,487	41,859	32,241	32,258	46,370	43,908	40,517	45,595	45,557	54,137	41,590
AC	31,927	56,513	52,011	44,354	49,175	65,428	39,911	49,582	31,572	35,820	42,065	28,076	43,869
4K	24,393	41,982	27,659	41,703	18,166	21,553	17,893	18,645	36,587	25,073	25,195	31,393	27,520
5K	56,609	39,500	47,952	55,967	29,265	28,290	29,410	34,094	44,462	54,016	47,509	30,078	41,429
6K	141,162	78,393	110,522	80,046	93,631	57,029	107,198	77,921	88,918	119,427	56,172	74,865	90,440
CMNT AVG	42,997	49,088	46,943	49,375	39,573	42,424	40,435	43,420	41,121	45,471	43,712	37,703	

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Jan.
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%	92.1%
FY 2011	94.6%	94.3%	91.8%	91.2%	91.8%	92.9%	90.1%						92.4%

KPI: Escalator System Availability / Target = 93%

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Jan.
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%	90.4%
FY 2011	89.5%	88.9%	89.7%	89.5%	86.7%	88.6%	88.8%						88.8%

KPI: Elevator System Availability / Target = 97.5%

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Jan.
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%	96.8%
FY 2011	96.0%	94.8%	94.9%	97.0%	96.4%	96.4%	96.3%						96.0%

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

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. thru Dec.
FY 2010	0.95	1.43	1.02	1.25	0.99	1.37	1.10	2.32	1.37	1.29	1.80	1.61	1.17
FY 2011	1.30	1.54	2.73	1.28	2.93	1.13							1.82

*Includes Metro Access and escalator injuries

Bus Passenger Injury Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. thru Dec.
FY 2010	0.93	1.16	1.23	0.79	1.33	0.75	0.42	1.41	1.46	1.11	1.26	1.43	1.03
FY 2011	1.44	0.95	5.31	0.94	4.24	0.67							2.26

Rail Passenger Injury Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. thru Dec.
FY 2010	0.10	0.22	0.17	0.16	0.18	0.00	0.06	0.15	0.10	0.19	0.22	0.20	0.14
FY 2011	0.10	0.11	0.17	0.11	0.18	0.00							0.11

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

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. thru Dec.
FY 2010	0.58	1.12	0.50	0.68	0.37	1.25	1.09	2.31	0.99	0.91	1.31	1.03	0.75
FY 2011	0.89	1.35	0.95	1.22	1.57	1.09							1.18

*Includes escalator injuries.

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

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Dec.
FY 2010	30.27	25.66	20.05	62.44	21.01	43.90	31.41	36.76	21.57	27.04	52.92	46.48	33.89
FY 2011	24.62	38.85	9.84	14.45	35.70	25.67							24.86

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

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Jan.
FY 2010 Employee Injury Rate	8.92	6.98	8.55	5.84	7.40	8.50	5.38	8.70	5.29	5.88	6.53	7.21	7.37
FY 2011 Employee Injury Rate	4.39	5.72	7.76	4.59	6.36	6.24	6.92						6.00

KPI: Crime Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. thru Dec.
FY 2010 Metrobus	1.06	0.80	1.24	0.88	1.37	0.89	0.52	0.23	0.74	1.23	1.46	0.96	1.04
FY 2011 Metrobus	0.86	0.66	1.50	1.51	0.90	0.78							1.04
FY 2010 Metrorail	4.29	5.03	5.38	5.43	6.78	5.76	7.59	6.11	4.68	5.06	6.11	5.26	5.45
FY 2011 Metrorail	6.19	4.91	6.95	4.97	6.38	6.71							6.02
FY 2010 Metro Parking Lots	2.59	2.23	4.32	3.85	6.41	3.63	2.79	2.53	3.05	2.39	4.53	3.94	3.84
FY 2011 Metro Parking Lots	4.06	5.40	2.75	2.17	2.89	4.54							3.64

Crimes by Type***

	Jan-10	Feb-10	Mar-10	Apr-10	May-10	June-10	July-10	Aug-10	Sept-10	Oct-10	Nov-10	Dec-10	Avg.
Robbery	122	81	86	91	89	71	66	58	83	76	91	97	84
Larceny	51	27	69	66	97	111	131	111	91	50	58	67	77
Motor Vehicle Theft	6	5	6	9	13	13	10	18	9	17	13	10	11
Attempted Motor Vehicle Theft	1	1	6	9	9	5	10	6	9	3	3	3	5
Aggravated Assault	10	7	7	9	15	7	14	15	14	14	11	12	11
Rape	2	2	0	0	0	0	1	0	0	0	1	0	1
Burglary	1	0	0	0	1	0	0	0	1	1	1	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	**193**	**123**	**174**	**184**	**224**	**207**	**232**	**208**	**207**	**161**	**178**	**189**	**190**

**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 Dec.
FY 2010 Arrests	168	164	169	187	160	156	142	100	201	193	193	146	167
FY 2011 Arrests	234	194	178	139	113	126							164
FY 2010 Citations/Summonses	770	517	545	575	468	492	543	295	572	559	639	647	561
FY 2011 Citations/Summonses	727	644	650	611	440	379							575

KPI: Customer Commendation Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Jan.
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	10.4
FY 2011	11.3	9.0	8.5	10.2	10.0	11.1	13.8						10.6

KPI: Customer Complaint Rate (per million passenger trips)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Jan.
FY 2010	147	143	145	130	124	121	119	162	140	124	136	147	135
FY 2011	150	138	129	125	128	125	130						132

Metrobus Ridership (millions)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Jan.
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	11.3
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	10.6
FY 2011	10.4	10.6	10.5	10.6	10.1	9.0	9.3						10.1

Metrorail Ridership (millions)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Jan.
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	18.3
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	17.7
FY 2011	20.2	18.5	17.8	18.9	16.6	15.7	16.0						17.7

MetroAccess Ridership (100,000s)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg. Thru Jan.
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	1.95
FY 2011	2.03	2.06	2.03	2.08	1.96	1.95	1.82						1.99