Vital Signs Report

A Scorecard of Metro's

Key Performance Indicators (KPI)

2013 3rd Quarter Results

Office of Performance

Chief Performance Officer

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Introduction to this report

As a regional transportation system, Metro's system-wide performance is captured in the Vital Signs Report. The Vital Signs Report provides analysis of a small number of key performance indicators (KPI's) that monitor long term progress in the strategic areas of safety, security, service reliability and customer satisfaction.

The report is not designed to measure the experience of individual customers using Metro's services. Instead, the Vital Signs Report communicates if the Metro system's performance is improving, worsening or remaining steady.

Detailed performance analysis is presented in the Vital Signs Report through answers to two prime questions: Why did performance change? What actions are being taken to improve performance? Metro is focused on these two questions to continually drive improvement.

The Vital Signs Report demonstrates Metro's commitment to be transparent and accountable to our Board of Directors, jurisdictional stakeholders and the public. This report documents performance results and strives to hold WMATA's management accountable for what is working, what is not working, and why.

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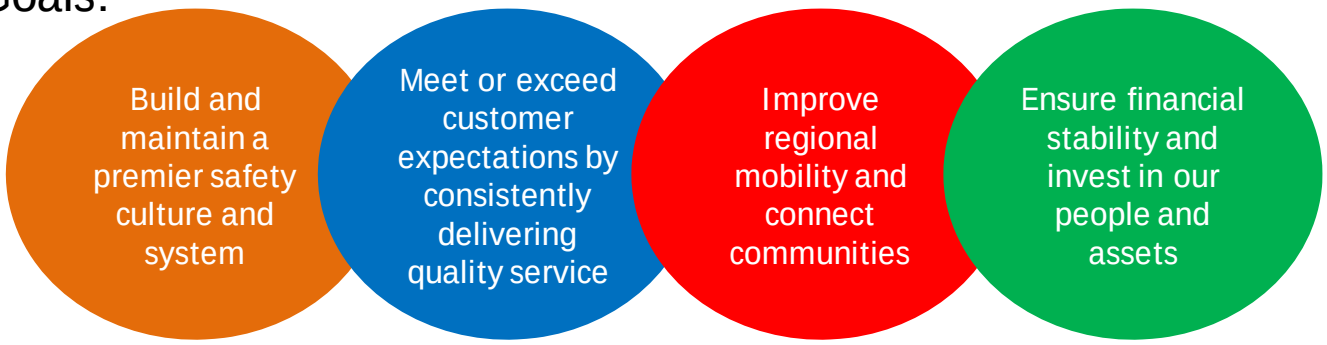
Strategic Plan Overview

Strategies flow from Metro's Board-adopted Vision, Mission, and Goal statements, and provide the overarching framework for executing the General Manager's business plan

Vision: Metro moves the region forward by connecting communities and improving mobility for our customers

Mission: Metro provides safe, equitable, reliable and cost-effective public transit

Goals:

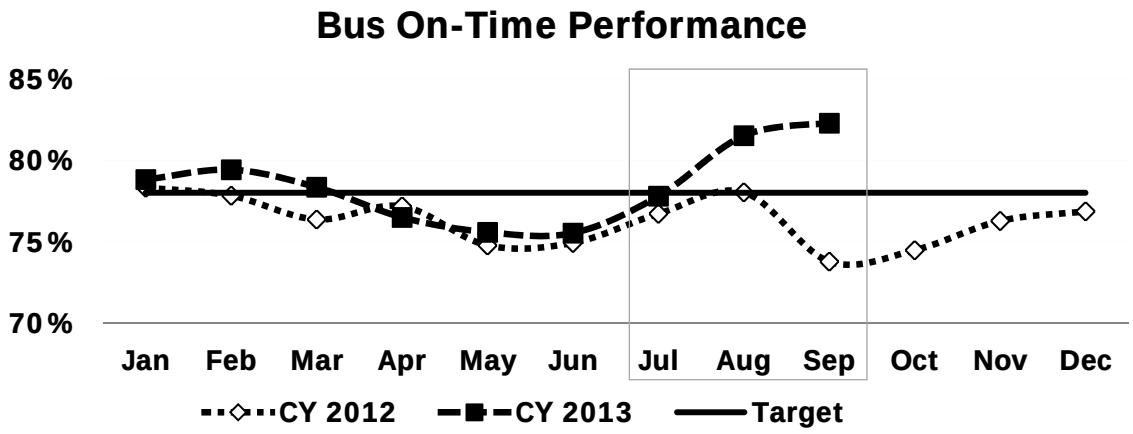


KPI: Bus On-Time Performance (Jul - Sep 2013) **Goal: Meet or exceed customer expectations by consistently delivering quality service**

Reason to Track: This indicator illustrates how closely Metrobus adheres to published route schedules on a system-wide basis. Factors which effect 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. For this measure higher is better.

Why Did Performance Change?

- Bus on-time performance improved 6% compared to Q3-2012 primarily as a result of the implementation of a fleet technology upgrade that better tracks the location of all buses. From the customer's perspective, bus service runs the same; however, the technology upgrade has taken communication functionality from the walkie talkie technology to modern cellular technology. The benefit is more frequent and accurate reporting of arrival times for customers using the NextBus system.
- Approximately 95% of the fleet was upgraded by the end of September. This transition has had the most significant improvement on an over-reporting of "earlies" (Buses arriving more than 2 minutes earlier than scheduled). This, combined with improved service management, has in fact reduced the instances of early arrivals. For example, in Q3-2012 buses were reported to be running early 6% of the time; more accurate reporting now shows buses to be running early only 2% of the time in Q3-2013.
- A decline in road and building construction projects also contributed to on-time performance improvements because of fewer detours. Bus detours declined by 25% compared to Q3-2012.
- Service adjustments continue to make a notable improvement on bus on-time performance. September's service adjusted lines like the L8 Connecticut Avenue line, A9 Martin Luther King Avenue line, and W9 South Capitol Street experienced better on-time performance as buses ran 3% less late. These particular schedule changes were made to better reflect current traffic conditions and travel times.



Actions to Improve Performance

- Continue to evaluate the effects of the bus fleet technology upgrade on bus on-time performance.
- Continue ongoing studies to improve Metrobus service on some of the region's priority corridor lines like Rhode Island Avenue, New Carrollton, and Annapolis Road Lines.
- Service operation managers will continue to perform street checks and work with the On-Time Performance Center to respond to delays/incidents that require real time temporary adjustments.

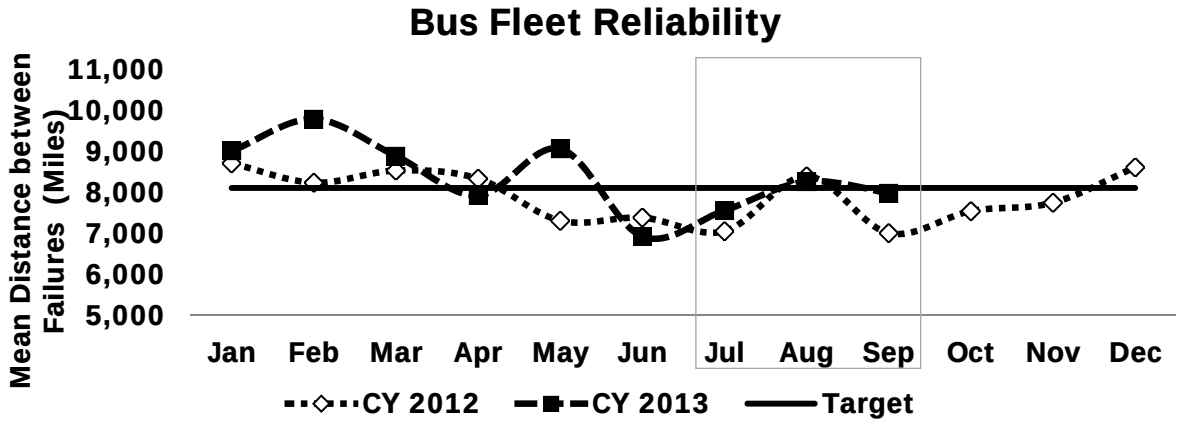
Conclusion: Multiple factors contributed to Q3-2013 bus on-time performance improvement. The primary driver was the fleet technology upgrade that better tracks the location of all buses and provides more accurate and frequent arrival times. Better on-street management of service is also reducing buses that arrive early.

KPI: **Bus Fleet Reliability (Jul – Sep 2013) (Mean Distance Between Failures)** **Goal: Meet or exceed customer expectations by consistently delivering quality service**

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 is better.

Why Did Performance Change?

- Third quarter 2013 bus fleet reliability was relatively stable compared to Q3-2012. Unlike September of last year, major corrective actions to resolve Hybrid electrical component issues were not necessary this year.
- Working closely with manufacturers to resolve continuing challenges and successfully completing major fleet initiatives have been essential to maintaining fleet reliability. The Absorbed Glass Mat (AGM) battery campaign has been a staple topic on the bus fleet reliability page of the Vital Signs Report, since the fleet experienced a high failure rate with a particular AGM battery brand this year.
- These AGM batteries are sealed, rechargeable batteries that should not require maintenance. They provide a longer useful life than a standard battery and can better survive freezing temperatures.
- Metro has not been able to consistently re-charge these batteries as expected. The manufacturer partnered with Metro to gather information for testing and identified multiple recommendations to resolve AGM issues. For example, specific torque requirements on the studs of the battery, diagnostic tool requirements for batteries exceeding one year of age, and voltage regulator requirements were recommended.
- Lessons learned from the manufacturer will help keep buses in service and protect customers from experiencing mechanical breakdowns.



Actions to Improve Performance

- All battery room employees, supervisors, and mechanics will receive certified AGM battery training.
- Continue to partner with manufacturers to resolve major fleet deficiencies.
- Continue to implement a five-year bus procurement program, purchasing up to 100 replacement buses a year to maintain an average age of no more than 7.5 years. This allows for the retirement of older, less reliable buses over the next three years.
- Complete the midlife overhaul to improve fleet reliability and deliver an appealing ride to passengers.

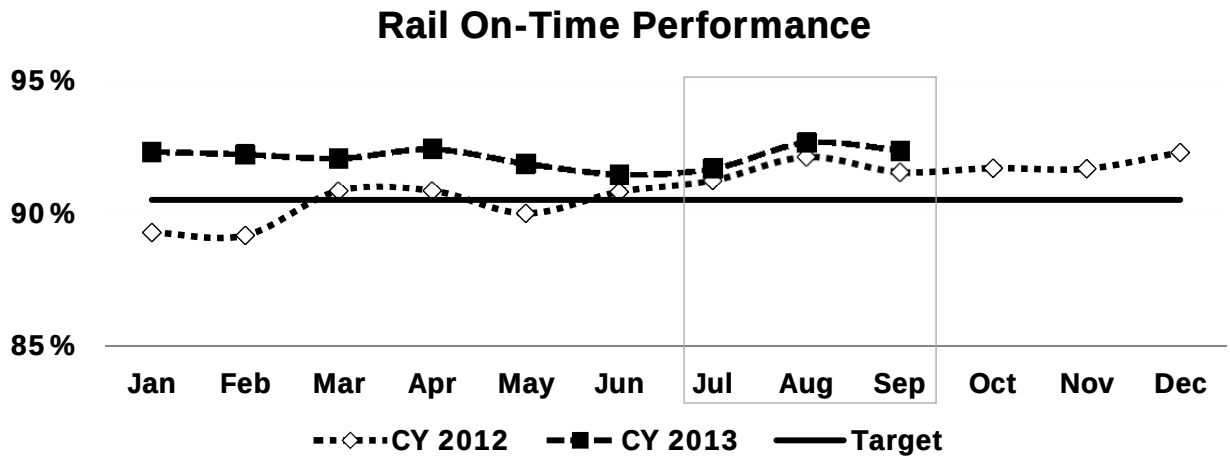
Conclusion: Third quarter's 2013 bus fleet reliability outperformed Q3-2012 by 6%. Major fleet initiatives continue being worked to maintain reliability improvements.

KPI:	Rail On-Time Performance (Jul – Sep 2013)	Goal: Meet or exceed customer expectations by consistently delivering quality service

Reason to Track: On-time performance measures the adherence to weekday headways, the time between trains. Factors that can effect on-time performance include: infrastructure conditions, speed restrictions, single-tracking around scheduled track work, railcar delays (e.g., doors), or delays caused by sick passengers. For this measure higher is better.

Why Did Performance Change?

- Weekday Rail On-Time Performance (OTP) for Q3-2013 was the fifth quarter in a row with above target results. Actual performance this quarter was better on all five lines when compared to the same period last year.
- Car Maintenance continued to provide a more reliable fleet, contributing to more reliable service.
- Customers benefited from an over 45% decline in the amount of time trains were delayed in Q3-2013, compared to last year, as railcars, systems and track experienced fewer incidents impacting on-time performance. In addition, enhanced training and certification of operators began to drive down the number of delays due to new operators, as compared to the same quarter last year.
- System-wide evening weekday OTP improved 1.6% compared to Q3-2012 despite an increase in necessary track work, particularly on the Red Line.



Actions to Improve Performance

- Speed restrictions will be implemented at specific outdoor stations to reduce the risk of flat spots on wheels that can damage tracks, take railcars out of service and cause delays.
- Combine thermal imagery with ultrasonic testing of the track to identify and address potential issues before they result in service disruptions.
- Rail Transportation will continue to work in cooperation with Car Maintenance and Car Engineering to revise railcar troubleshooting manuals and training for train operators and OCC controllers. These efforts are expected to standardize responses to incidents, in order to improve response times and decrease delay times when mechanical troubles arise.
- In early December, Rail Transportation Training will graduate the first class of train operators to complete its enhanced program, which includes a formalized, two-week line familiarization training. This enhancement allows the new operators to develop increased confidence and skill on line-specific route characteristics that directly impact customer service delivery.

Conclusion: Weekday Rail On-Time Performance (OTP) continued to be above target with performance better on all five lines for the fifth consecutive quarter. Decrease in train delays, improved operator training, and better headway management resulted in the delivery of quality service.

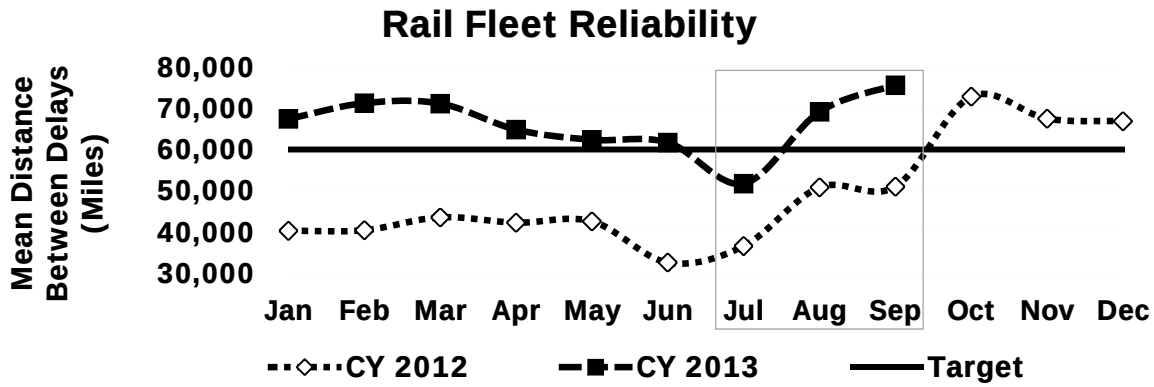
KPI: Rail Fleet Reliability (Jul – Sep 2013) (Mean Distance Between Delays)

Goal: Meet or exceed customer expectations by consistently delivering quality service

Reason to Track: Mean distance between delays (MDBD) 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. For this measure higher is better.

Why Did Performance Change?

- Rail Fleet Reliability for Q3-2013 was 41% higher than last year, and ended the quarter with a record-setting reliability in September over 75,000 mean miles between significant delays. Continued attention to preventive maintenance, as evidenced in the 99.6% preventative maintenance compliance rate for Q3-2013, serve to address problems before they impact customer service delivery.
- The 2000/3000 series cars, the largest car fleet by both number of cars and overall mileage, underpinned this improvement with a 74% decrease in door-related delays, driving a 111% improvement in the series' MDBD from last year. These railcars improved from an average of 55,691 miles between delay in Q3-2012 to almost 118,000 miles between delay this quarter.
- Railcar maintenance staff continued to conduct targeted reliability campaigns to engineer out failures before they occur. This calendar year alone, 36 campaigns have been launched to work on numerous railcar subsystems such as auxiliary power supplies, brake components, and propulsion modifications. Prioritizing work this way allows the mechanics to focus on those things most likely to produce measureable improvements in fleet reliability.
- The decrease in reliability for July 2013, largely driven by a spike in delays caused by 4000 series cars, proved to be an aberration that was monitored and addressed through normal maintenance procedures.



Actions to Improve Performance

- Continue the 4000 series propulsion system rebuild pilot project to decrease the number of propulsion system failures on this type of railcar. The 12 worst performing railcars in the 4000 series fleet have been targeted in this pilot so as to have the maximum potential impact on performance. If successful, the pilot will be expanded to encompass the remaining 88 railcars in this series.
- To improve the effectiveness of Car Maintenance processes, odometers are being installed on railcars to allow for mileage-based maintenance. The current calendar-based maintenance method schedules preventive maintenance work to be performed based on number of days, rather than actual railcar usage.
- While some subsystems such as HVAC may remain calendar based, mileage-based maintenance will better target mechanic work time to those railcar parts and sub-systems that undergo the highest usage.

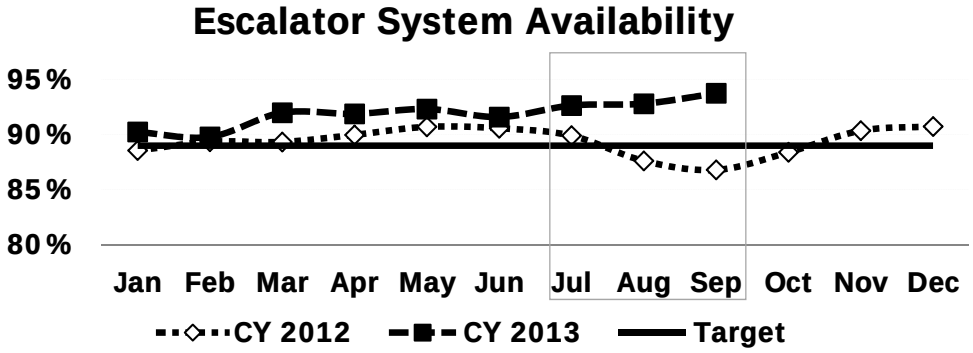
Conclusion: Car Maintenance and its supporting departments continue to refine their proactive processes to ensure rail fleet reliability. The end result is an improved, more reliable rail fleet to serve the customer.

KPI:	Escalator System Availability (Jul – Sep 2013)	Goal: Meet or exceed customer expectations by consistently delivering quality service

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. For this measure higher is better.

Why Did Performance Change?

- Escalator availability for this Q3-2013 was 5.7% better than last year, closing the quarter on a five-year high, achieving 93.8% availability for September 2013. Many factors including expanded workforce training and development, and refinements in maintenance practices served to deliver this improved availability.
- The amount of time escalators were out of service for unscheduled repair in Q3-2013 decreased 45% compared to last year, as the department continued to focus on a pro-active maintenance strategy, reducing the need for reactive, unplanned repair work. Several Q3-2013 results served to illustrate this: the number of hours escalators were unexpectedly out of service for major repairs (repairs made to correct intensive problems found during a preventive maintenance inspection) was down 46%, and inspection repairs (repairs made to correct faults found during regulatory inspections) declined 76% compared to last year.
- When escalators were out of service for unscheduled repair, the mean time to repair them in Q3-2013 was 43% better than last year. Steady attention to improved preventive maintenance practices and the increasing experience of the recently hired technicians helped to maintain a positive trend.
- Scheduled escalator maintenance accounted for 36.5% of out-of-service hours in Q3-2013. Of this, almost three quarters of those hours were due to Capital Improvement Projects, consisting of whole-unit replacements and modernizations.
- Preventive maintenance compliance in Q3-2013 remained above target and increased from last year (86% to 94%). This increase was in spite of workforce availability challenges due to a combination of summer work schedules and time away for training. The Office of Elevator and Escalator Maintenance (ELES) held 28 classes since January 2013, as it focused on training and developing its workforce.



Actions to Improve Performance

- ELES is moving forward with its modernization and standardization program. This program includes replacement of non-standard programmable logic controllers (PLCs) - essentially the digital 'brain' of the unit - with a standardized type. This will enable ELES to shorten unit down-time, reduce the mean time to repair, and increase efficiency through the reduction of storeroom items maintained. New units come equipped with the standard PLCs and older units are being equipped during the modernization and rebuilding process.
- Continue escalator replacements at Pentagon Station and modernizations at 7 other stations. Further progress will be made in the renewal program in November, as escalator modernizations at Van Ness – UDC Station will begin, replacing a set of 32-year-old escalators. Metro is planning to fully replace an additional 128 escalators by 2020.

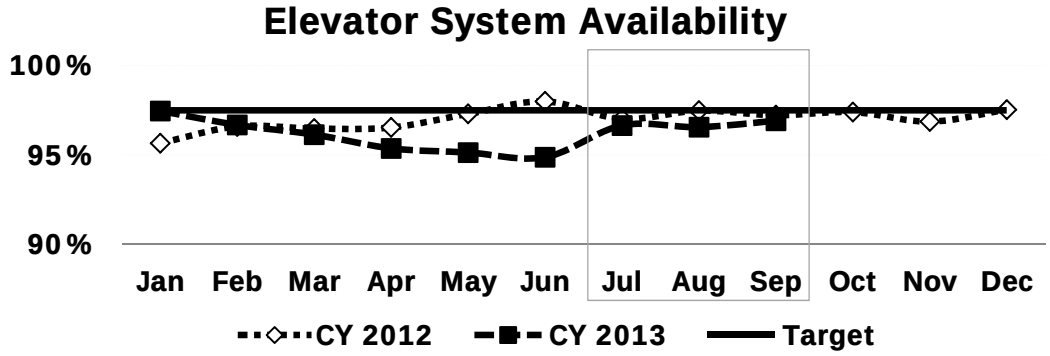
Conclusion: Escalator availability reached a five-year high in Q3-2013, as improvements in personnel and maintenance practices sustain the gains made over the past several years.

KPI:	Elevator System Availability (Jul – Sep 2013)	Goal: Meet or exceed customer expectations by consistently delivering quality service

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. For this measure higher is better.

Why Did Performance Change?

- Elevator availability in Q3-2013 was 96.7%, which was less than one percent below the performance level last year for the same period and less than one percent below the availability target of 97.5%. The majority (58%) of the total hours out-of-service this quarter were for Capital Improvements, an increase of 5% over last year's Q3 capital out-of-service hours. All of this down time is expected to result in future period improvements.
- Elevator modernizations continued aggressively in Q3-2013, with 8 elevators out of service during some or all of the period (compared to 4 elevators out in Q3-2012). In Q3-2013, modernization work was completed on two elevators at Gallery Pl-Chinatown; work began on one elevator each at Crystal City and McPherson Square, and work continued on two elevators each at Farragut North and Stadium Armory.
- Compliance with elevator preventive maintenance schedules remained high for the quarter (96%), allowing technicians to identify and correct problems before they negatively impact customer service and maintain the same level of compliance as this time last year.
- Elevator out-of-service hours resulting from compliance inspection repairs increased more than fivefold in Q3-2013 as compared to last year, driven by three outages in September of 2013 that lasted for more than a week. One of these outages, at Gallery Place – Chinatown, required the custom fabrication of a repair part that was no longer manufactured. In another instance at Glenmont, the inspection called for flooring repairs. ELES took the opportunity to perform structural work to this elevator when the floor was removed, addressing multiple issues in one period, and keeping long term customer disruption to a minimum.



Actions to Improve Performance

- To help shorten the time that elevators are out of service for repairs, ELES is pressing forward with its location-specific documentation program. The plan is to have each elevator location outfitted with a complete parts listing, with up-to-date nomenclature and part numbers, among other identifiers. This will enable technicians to 'call-in' any needed parts, minimizing wait time, as well as miscommunication between the technicians and procurement personnel. This effort is focused on 'non-standardized' elevators, and all units are expected to be fully documented by the end of 2013.
- Metro will continue its Elevator Capital Improvement Program in 2014, with modernizations of at least 8 additional elevators planned.

Conclusion: Metro continues to proactively address elevator availability through comprehensive rehabilitations and modernization that require out-of-service hours now in exchange for much improved performance in the future.

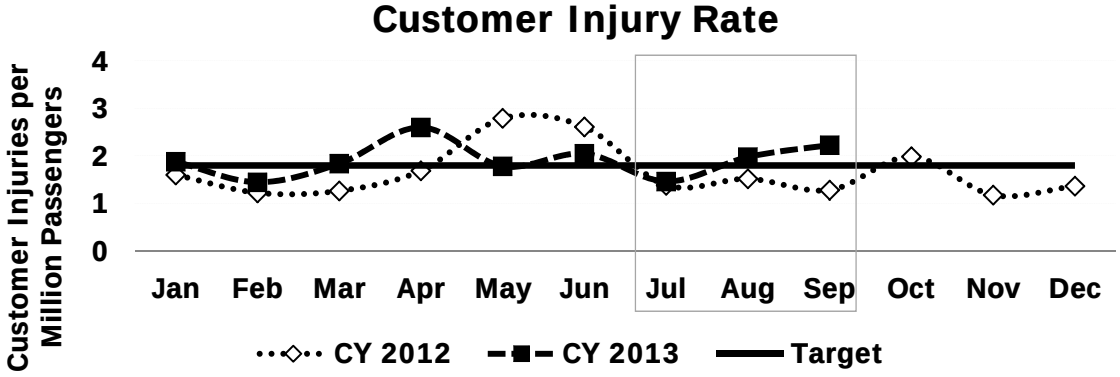
KPI: Customer Injury Rate (Jul – Sep 2013) Per Million Passengers

Goal: Build and maintain a premier safety culture and system

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. For this measure lower is better.

Why Did Performance Change?

- Customer injuries have gotten worse when comparing Q3-2013 to the same period last year. The customer injury rate was 34% higher compared to this same time last year (1.88 vs 1.40 injuries per million customers). The increases in customer injuries were primarily related to slips/trips/falls and bus collisions. The slip/trip/fall related injuries generally occurred on the escalators, platforms, parking lots and in many instances in response to the application of bus brakes.
- On a year to date basis, the increases occurred as followed:
  - Bus collision related: 26 more bus collision injuries
  - Bus non collision related: 17 more injuries
  - Escalator related: 10 more injuries
- MetroAccess injuries declined when comparing Q3-2013 to Q3-2012 (25 vs 27).
- Many of this year's bus collisions were categorized as non-preventable (e.g. rear-end collision). Rear-end collisions were believed to be caused by non-Metro vehicles following the bus too closely or simply by drivers becoming distracted. Conversely, the riskiest driving behavior of Metrobus operators, categorized by DriveCam, is the opposite - not looking far enough ahead in traffic. These behaviors have also contributed to a number of accidents.
- Typically, slips/trips/ falls were caused by a combination of rushing, slippery surface on station tiles, and being distracted, especially by hand held electronic devices.



Actions to Improve Performance

- Metro has over time discovered a number of false injury claims and will continue to use video cameras to monitor the safety of customers as well as investigate incidents to help reduce bogus claims.
- Customer Communication Campaigns will be reviewed and refreshed as needed to address common injury types. These campaigns are used in the form of thought provoking advertisements and announcements to ensure customers stay aware of their surroundings.
- Metro has begun and will continue to place brightly colored chevron decals on the back of buses to increase visibility in an effort to reduce rear end collisions.
- MTPD and Regional Safety Officers will continue station inspections and resolve those hazards that can be resolved immediately and report others that cannot.

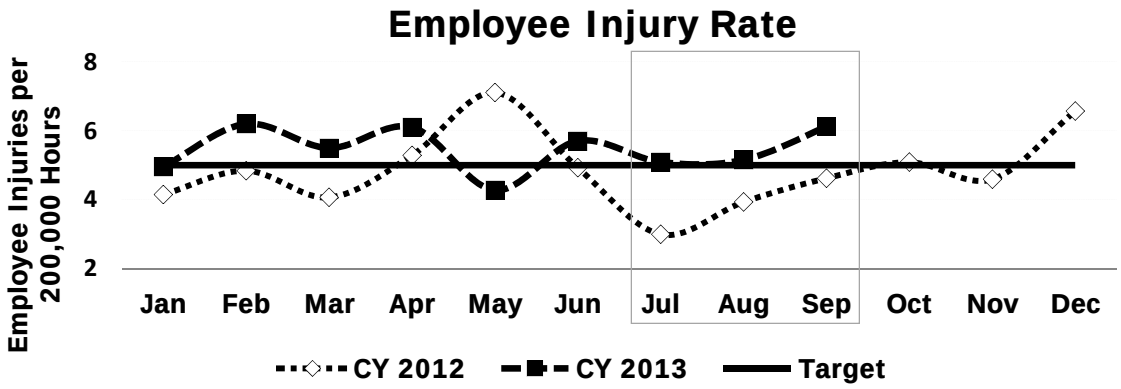
Conclusion: Customer injuries have gotten worse. In just this quarter there were 13 more customer injuries compared to the same period last year. The increase is not related to any one category but continues along the gamut of bus collisions and slips/trips and falls.

KPI: **Employee Injury Rate (Jul – Sep 2013)** **Goal: Build and maintain a premier safety culture and system**

Reason to Track: OSHA recordable injuries are a key indicator of how safe employees are in the workplace. For this measure lower is better.

Why Did Performance Change?

- Calendar year to date through September, there were 85 more employee injuries than this same period last year. On a quarterly basis, the injury rate for Q3-2013 is 39% worse than Q3-2012 (5.44 versus 3.92 injuries per 100 employees, respectively)
- The increases in employee injuries have been related to collisions, inattention while walking or performing a procedure (slip/trip/fall), stress and crime-related. For example (note: increases do not reflect offsetting declines in other categories):
    - Inattention while walking or performing a procedure: 53 additional injuries
    - Collision-related: 27 additional injuries
    - Crime-pursuit related or employee assault : 10 additional injuries
    - Stress-related : 6 additional injuries
- Slips/trips/falls factors vary; however, incident simulation and investigations are becoming even more key to understanding why injuries in the other categories listed above have increased.
- While the collision-related injury increase primarily occurred in Bus Services (bus collisions increased ~ 6% YTD compared to 2012), transit police also experienced a small increase in motor patrol-related incidents.



Actions to Improve Performance

- Conduct safety blitzes at bus collision prone locations; Safety Officers and Bus Service Operation Managers (SOMs) will communicate safety topics to Bus Operators. This approach will be a coaching opportunity that will reinforce safe and defensive driving behaviors.
- Regional Safety Officers and SOMs will conduct safety observations to reinforce safe behaviors while walking, especially during instances when operators may feel rushed after arriving late to work.
- Regional Safety Officers continue to ensure that personnel are wearing the appropriate footwear during station, yard, and facility visits.
- Although crimes against employees are unpredictable, techniques are being assessed to reduce the risk of occurrence. Police techniques in the pursuit of suspects will be evaluated to determine if modifications would further reduce the risk of injuries to police officers. Also, bus operator shields continue to be evaluated for safety effectiveness; the shields were installed on buses servicing in high risk areas.

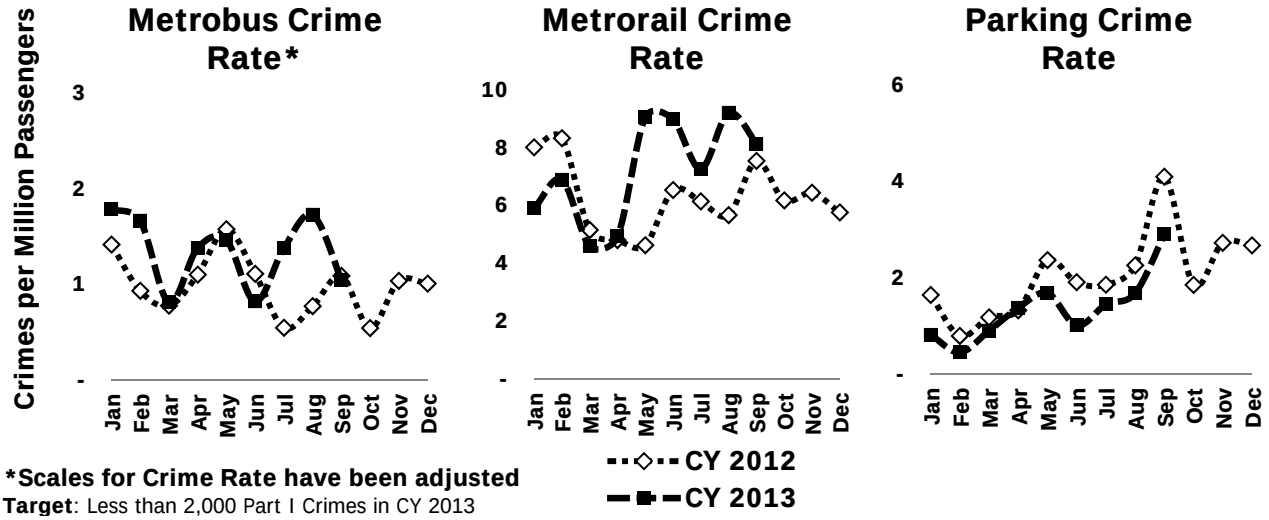
Conclusion: There were 85 more employee injuries than this same time last year; employee injuries have continued to increase in the recurring categories of collisions and slips/trips/falls.

KPI:	Crime Rate (Jul – Sep 2013) Per Million Passengers	Goal: Build and maintain a premier safety culture and system

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. For this measure lower is better.

Why Did Performance Change?

- As reported by the FBI and national news outlets such as the Washington Post, the national rate of property thefts, particularly cell phones and other electronic devices, has experienced a steady increase over the past two years. Crime on Metrorail has been mirroring this national trend. During Q3-2012, for every million customers using Metrorail there were approximately 6 crimes. That increased to slightly more than 8 crimes per million customers in Q3-2013 due to increased thefts of bikes and personal electronic devices. MTPD fielded frequent public service announcements in rail stations to remind customers to remain vigilant. Combined with the increased media coverage of electronic device thefts, these efforts have shown modest success during the quarter as the number of snatches and bike thefts declined from July to August to September.
- Parking Lot crime for Q3-2013 continued to remain low with fewer than 2 crimes per million rail customers which is a 26% improvement from Q3-2012. This decrease is largely due to a reduction in larcenies (particularly thefts from autos) from last year resulting from increased patrol presence in parking facilities.
- Like Metrorail, the bus crime rate for the quarter was up compared to the same period last year, driven by an increase in property crimes. Of the serious crimes on buses in Q3-2013, 38 of 48 were property crimes – the majority of which were snatches of cellular phones, an increase of 16 from last year.



***Scales for Crime Rate have been adjusted**

Target: Less than 2,000 Part I Crimes in CY 2013

Actions to Improve Performance

- MTPD has instituted a department-wide reorganization, expected to improve response times, allowing MTPD to provide an increasingly safe and secure travel environment to our customers.
- October is Crime Prevention Month, and MTPD is partnering with CSCM in a wide array of public-facing activities, bike lock give-aways and outreach to school age customers through the "Respect Your Ride" campaign. As a part of the Silver Line marketing plan, Metro Safety/Respect Your Ride assemblies will be held at schools within a five-mile radius of the Silver Line stations.
- MTPD will continue to conduct Joint Supervisory Training, with the goal of having all Metro employees who have a role in emergency response and recovery, as well as jurisdictional fire departments, trained in a common set of incident management, customer service and communication skills.

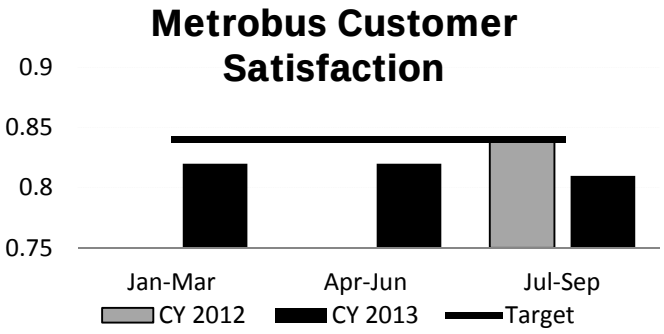
Conclusion: Metro's crime rate is facing challenges that mirror the National Capital Region, particularly with thefts of cell phones, portable electronics and bikes.

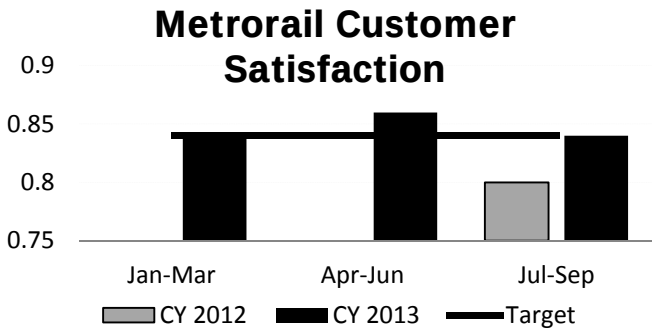
KPI: Customer Satisfaction (Jul - Sep 2013) **Goal: Meet or exceed customer expectations by consistently delivering quality service**

Reason to Track: Surveying customers about the quality of Metro's service delivery provides a mechanism to continually identify those areas of the operation where actions to improve the service can maximize rider satisfaction. The higher the Customer Satisfaction score, the better.

Why Did Performance Change?

- Metro's quarterly "Voice of the Customer" report surveyed 770 customers from July through September to gather their experience using Metrobus and Metrorail within the past 30 days. There were 387 bus riders and 383 rail riders completing the telephone interview. The sample is also segmented by jurisdiction.
- Overall customer satisfaction with Metrobus has declined slightly (from 84% to 81%) since the same quarter last year. Jurisdictionally, declines in satisfaction by those in Virginia (from 94% to 83%) and Maryland (from 86% to 81%) most impacted the total result. District riders' satisfaction levels were steady at 80%. Those dissatisfied reported increased crowding and buses passing by stops without serving them as causes for their perceptions.
- Customers reported fewer instances of early buses compared to the same period last year (8% compared with 16% the same quarter a year ago) which matches data seen in improved bus OTP results. These data are also consistent with the customer comment data, which showed steady results for delays and late trips, but increased reports of operators driving by stops without serving them, or not showing up at all.
- Metrorail customer satisfaction increased from the same quarter a year ago (from 80% to 84%). Jurisdictionally, there was a significant increase in satisfaction among Virginia riders (79% to 87%) along with an increase among Maryland riders (76% to 82%). The performance during July – September 2012 was driven by the implementation of service changes, which impacted Virginia riders disproportionately, resulting in more crowded trains. Metro added longer trains to mitigate the impact. In addition, railcar reliability improved, resulting in far fewer delays this year compared to last year for the same quarter.
- Another contributing factor for improved customer satisfaction for Metrorail riders was perceived transit times (29.8 minutes) decreasing significantly from last year (33.7 minutes in Q1'13), but continuing to be slightly longer than expected (28.5 min).





Actions to Improve Performance

- Customers' sense of security in the Metrorail system continues to be an important driver of satisfaction. MTPD continually monitors criminal activity and adjusts patrol assignments to maximize its presence in areas where activity increases.
- Customers on the Metrobus system respond positively to good interaction with the bus operators. Because bus operators are central to the customer experience, "We Care" customer service training continues to be rolled out to all operators and supervisors. Similar training is being delivered to rail operators and station managers as well.
- Metro will continue to improve and broaden its communication media for customers (e.g., twitter, wmata.com, station displays), so that information can be shared more quickly and across a variety of devices.

Conclusion: The "Voice of the Customer" customer satisfaction survey provides insight to what customers perceive when using Metro. This crucial information helps Metro improve its responsiveness to customers.

Board Standards and Guidelines

Resolution 2012-29: Rail Service Standards
Resolution 2013-20: Rail Service Standards

Board Standard: Metrorail Service (Resolutions 2012-29 and 2013-20)

Board Standard: Hours of Service - Hours that the Metrorail system is open to serve customers.

Target: Opens at 5 AM weekdays, 7 AM weekends. Closes at 12 AM Sunday – Thursday, 3 AM Friday and Saturday.

Time Period: June – August 2013

Results:

- Opened at 7:00 on Independence Day, two hours later than a typical weekday.
- Stayed open an hour later than usual on Sunday, July 14 for the Delta Sigma Theta Sorority Centennial.

Board Standards: Headway – Scheduled time interval between trains during normal weekday service.

Target: During rush - 3 min on core interlined segments, 12 min at Arlington Cemetery and 6 min on all other segments; during weekday mid-day - up to 6 min on core interlined segments and 12 min on all other segments; and during weekday evenings - up to 15 min on core interlined segments and up to 20 min on all other segments.

Time Period Tracked: June - August 2013

Results:

- Metro operated enhanced evening service on Independence Day, operating near rush-hour headways from 6 p.m. – midnight.
- Weekday evening headways were changed to accommodate system rebuilding on 61 days during Q3.

Board Standard: Passengers-per-car (PPC) - Average number of passengers in a Metrorail car during a weekday hour at maximum load stations.

Target: Optimal PPC of 100, with minimum of 80 and maximum of 120 PPC.

Time Period Tracked: June – Aug 2013

Rush Results:

		AM Rush			PM Rush		
Line	**Maximum Load Stations**	**Jun**	**Jul**	**Aug**	**Jun**	**Jul**	**Aug**
Red	AM Gallery Place/PM Metro Center	83	76	79	62	78	83
	AM Dupont Circle/PM Farragut North	88	80	75	70	85	79
Blue	AM Rosslyn/PM Foggy Bottom-GWU	82	90	81	93	113	89
	AM L'Enfant Plaza/PM Smithsonian	64	54	69	81	67	74
Orange	AM Court House/PM Foggy Bottom-GWU	91	100	86	85	88	80
	AM L'Enfant Plaza/PM Smithsonian	76	71	75	64	90	72
Yellow	AM Pentagon/PM L'Enfant Plaza	73	73	72	60	72	79
Green	AM Waterfront/PM L'Enfant Plaza	67	64	77	85	70	69
	AM Shaw-Howard/PM Mt. Vernon Sq.	79	74	69	59	76	66

Non Rush Results: Data not available. Staff to propose data collection techniques for CY2014 that can be accommodated within budget.

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 total 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: Total Bus Miles / Number of failures.

Rail On-Time Performance – Metrorail adherence to scheduled weekday headways.
Calculation: During rush (AM/PM) service, number of station stops delivered within the scheduled headway plus 2 minutes, divided by total station stops delivered. During non-rush (mid-day and evening), number of station stops delivered up to 150% of the scheduled headway divided by total station stops delivered. Station stops are tracked system-wide, with the exception of terminal and turn-back stations.

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: Total railcar revenue miles / number of failures resulting in delays greater than three minutes.

Rail Passengers Per Car - Average number of passengers in a Metrorail car during a rush hour at maximum load stations.
Calculation: Total passengers observed on-board trains passing through a station during a rush hour divided by actual number of cars passing through the same station during the rush hour. Counts are taken at select stations where passenger loads are the highest and in the predominant flow direction of travel on one to two dates each month (from 6:00 AM to 10:00 AM and from 3:00 PM to 7:00 PM). In order to represent an average day, counts are normalized with rush ridership.

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. Operating hours = operating hours per unit * number of units.

Customer Injury Rate (per million passengers[1]) – Injury to any customer caused by some aspect of Metro's operation that requires immediate medical attention away from the scene of the injury.

[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.*

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[1]) – Part I crimes reported to Metro Transit Police Department for Metrobus (on buses), Metrorail (on trains and in rail stations), or at Metro parking lots 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).

Customer Comment Rate (per million passengers[1]) – 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).

Customer Satisfaction – Customer satisfaction is defined as the percent of survey respondents who rated their last trip on Metrobus or Metrorail as "very satisfactory" or "satisfactory." The survey is conducted via phone with approximately 400 bus and 400 rail customers who have ridden metro in the past 30 days. Results are summarized by quarter (e.g., January – March).
Calculation: Number of survey respondents with high satisfaction / total number of survey respondents.

KPI: Bus On-Time Performance -- Target = 78%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	78.3%	77.8%	76.4%	77.2%	74.8%	74.9%	76.7%	78.0%	73.8%	74.5%	76.3%	76.9%	76.2%
CY 2013	78.8%	79.4%	78.4%	76.5%	75.6%	75.5%	77.8%	81.5%	82.3%				80.5%

KPI: Bus Fleet Reliability (Bus Mean Distance Between Failures) -- Target = 8,100 Miles

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	8,704	8,230	8,527	8,330	7,302	7,378	7,045	8,389	6,999	7,537	7,743	8,608	7,448
CY 2013	9,008	9,783	8,883	7,918	9,060	6,917	7,553	8,260	7,972				7,915

* Bus Fleet Reliability target revised effective January 2013

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

Type (~ % of Fleet)	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	12-Month MDBF
CNG (30%)	8,426	7,081	8,570	8,625	10,614	7,324	6,350	8,030	6,701	7,391	8,597	8,138	7,831
Hybrid (27%)	9,369	10,593	10,463	11,611	11,806	12,593	10,418	11,323	8,067	9,647	9,013	8,660	9,882
Clean Diesel (8%)	6,741	5,929	7,506	8,382	10,223	6,830	8,812	9,499	8,369	6,531	10,695	7,407	8,133
All Other (35%)	4,437	5,311	5,894	5,735	5,531	6,347	5,417	5,809	4,031	4,177	5,077	5,907	5,546

KPI: Rail On-Time Performance -- Target = > 90.5%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	89.3%	89.2%	90.8%	90.8%	90.0%	90.8%	91.2%	92.1%	91.5%	91.7%	91.7%	92.3%	91.7%
CY 2013	92.3%	92.2%	92.1%	92.4%	91.9%	91.5%	91.7%	92.7%	92.4%				92.2%

In June 2012, the Rail OTP calculation was adjusted to reflect Rush+. To allow for comparison with past performance, OTP was recalculated for Jan 2011-May 2012.

Rail On-Time Performance by Line

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	12-Month OTP
Red Line	90.0%	90.7%	91.8%	91.7%	92.3%	91.4%	92.9%	90.5%	90.0%	90.6%	92.2%	91.5%	91.3%
Blue Line	91.2%	90.7%	91.3%	91.0%	90.4%	90.3%	90.5%	91.4%	90.4%	90.5%	91.6%	91.6%	90.9%
Orange Line	93.2%	92.8%	93.6%	93.0%	92.5%	93.0%	93.0%	93.3%	92.7%	92.4%	93.3%	93.3%	93.0%
Green Line	93.4%	93.3%	93.3%	94.5%	93.9%	94.4%	93.5%	93.5%	93.6%	93.7%	94.7%	93.8%	93.8%
Yellow Line	92.2%	92.0%	91.8%	92.7%	92.5%	92.0%	92.3%	92.6%	92.4%	92.6%	93.8%	92.9%	92.5%
Average (All Lines)	91.7%	91.7%	92.3%	92.3%	92.2%	92.1%	92.4%	91.9%	91.5%	91.7%	92.7%	92.4%	92.1%

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	40,253	40,399	43,537	42,237	42,556	32,526	36,551	50,842	51,013	72,943	67,555	66,942	45,119
CY 2013	67,500	71,323	71,225	64,890	62,418	61,745	51,757	69,230	75,697				63,576

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

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	12-Month MDBD
1000 series railcars	49,186	41,311	73,975	54,957	62,059	86,988	61,274	47,303	62,981	40,344	64,881	62,987	54,243
2000/3000 series railcars	148,891	133,412	75,771	81,562	103,832	87,537	97,509	107,133	67,271	104,897	123,374	128,953	95,186
4000 series railcars	24,953	39,546	32,471	34,736	30,497	29,932	43,317	31,220	25,575	12,087	28,465	30,393	26,326
5000 series railcars	68,174	45,620	53,550	81,165	55,815	56,372	46,025	44,579	57,447	115,289	53,741	59,349	57,692
6000 series railcars	131,709	138,821	113,243	91,361	137,175	105,226	65,697	99,006	128,325	81,207	77,985	111,766	97,849
Fleet average	72,943	67,555	66,942	67,500	71,323	71,225	64,890	62,418	61,745	51,757	69,230	75,697	64,180

KPI: MetroAccess On-time Performance -- Target = 92%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	93.4%	92.3%	91.7%	92.8%	92.4%	92.7%	93.6%	92.5%	92.1%	92.4%	92.2%	92.3%	92.7%
CY 2013	93.3%	92.3%	92.6%	91.6%	91.9%	89.9%	91.3%	92.9%	90.6%				91.6%

KPI: Escalator System Availability -- Target = 89%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	88.6%	89.4%	89.3%	90.0%	90.7%	90.6%	89.9%	87.6%	86.8%	88.4%	90.4%	90.8%	88.1%
CY 2013	90.2%	89.8%	92.0%	91.9%	92.3%	91.6%	92.6%	92.8%	93.8%				93.1%

KPI: Elevator System Availability -- Target = 97.5%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	95.7%	96.6%	96.5%	96.5%	97.3%	98.0%	97.0%	97.5%	97.2%	97.4%	96.9%	97.5%	97.2%
CY 2013	97.5%	96.7%	96.1%	95.4%	95.1%	94.9%	96.7%	96.6%	96.9%				96.7%

KPI: Customer Injury Rate (per million passengers)* -- Target = < 1.8 injuries per million passengers

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	1.60	1.23	1.27	1.69	2.79	2.61	1.39	1.52	1.28	1.99	1.18	1.37	1.40
CY 2013	1.88	1.45	1.84	2.60	1.78	2.05	1.47	1.98	2.23				1.88

*Includes Metrobus, Metrorail, rail transit facilities (stations, escalators and parking facilities) and MetroAccess customer injuries

Bus Customer Injury Rate (per million passengers)*

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012*	1.58	1.28	1.11	2.81	4.49	4.18	1.43	1.69	1.15	3.58	1.39	1.19	1.43
CY 2013	1.40	2.03	2.30	4.48	2.06	3.04	1.62	2.74	3.52				2.62

*Includes Shuttle Bus Trips

Rail Customer Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	0.00	0.00	0.05	0.11	0.16	0.05	0.05	0.05	0.12	0.17	0.06	0.07	0.07
CY 2013	0.12	0.06	0.06	0.05	0.16	0.00	0.10	0.28	0.06				0.15

Rail Transit Facilities Occupant Injury Rate (per million passengers)*

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	1.57	1.08	1.22	0.84	1.57	1.54	1.06	0.93	1.20	0.69	0.93	1.37	1.06
CY 2013	2.02	0.83	1.40	1.32	1.24	1.23	0.98	1.17	1.12				1.09

*Includes station, escalator and parking facility customer injuries.

KPI: MetroAccess Customer Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	5.92	11.69	10.83	11.47	5.48	17.45	30.40	45.07	6.18	11.96	5.98	6.31	27.79
CY 2013	5.95	18.40	11.67	16.55	21.81	23.63	33.57	5.47	16.92				18.56

KPI: Employee Injury Rate (per 200,000 hours) -- Target = < 5.0 injuries per 200,000 hours

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	4.15	4.84	4.07	5.29	7.11	4.93	3.00	3.93	4.62	5.09	4.59	6.57	3.92
CY 2013	4.96	6.20	5.50	6.10	4.28	5.70	5.09	5.16	6.13				5.44

* Starting in 2013, WMATA's definition of an employee injury is aligned with industry practices which meet the Occupational Safety and Health Administration (OSHA) Recording Criteria: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, loss of consciousness, or a diagnosis of a significant injury/illness by a physician. Results from CY2012 have been recalculated to enable historical analysis.

KPI: Crime Rate (per million passengers)* -- Target = < 2,000 Part I Crimes in Calendar Year 2013

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012 Metrobus	1.41	0.93	0.77	1.10	1.57	1.11	0.54	0.77	1.09	0.54	1.03	1.00	0.80
CY 2013 Metrobus	1.78	1.66	0.81	1.38	1.46	0.82	1.38	1.73	1.04				1.38
CY 2012 Metrorail	7.99	8.31	5.14	4.79	4.62	6.52	6.13	5.66	7.52	6.16	6.43	5.75	6.40
CY 2013 Metrorail	5.89	6.88	4.59	4.92	9.03	8.97	7.25	9.19	8.11				8.16
CY 2012 Parking	1.64	0.78	1.17	1.32	2.36	1.90	1.85	2.25	4.09	1.84	2.72	2.67	2.68
CY 2013 Parking	0.81	0.45	0.89	1.37	1.68	1.00	1.44	1.67	2.90				1.97

Crimes by Type

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	YTD Thru Sep
Robbery	52	46	23	24	32	30	29	32	42				310
Larceny (Snatch/Pickpocket)	56	47	41	54	85	59	72	67	45				526
Larceny (Other)	27	31	40	56	93	92	76	109	88				612
Motor Vehicle Theft	1	3	1	4	7	6	7	8	14				51
Attempted Motor Vehicle Theft	1	0	3	4	4	1	1	1	8				23
Aggravated Assault	11	9	7	4	9	8	10	9	9				76
Rape	0	0	0	0	0	0	0	0	0				-
Burglary	0	0	0	0	0	0	0	0	2				2
Homicide	0	0	0	0	0	0	0	0	0				-
Arson	0	2	0	0	0	0	0	0	0				2
Total	**148**	**138**	**115**	**146**	**230**	**196**	**195**	**226**	**208**	**-**	**-**	**-**	**1,602**

*Five homicides occurred in 2012 in the transit system. Per DC law, these crimes are reported to the FBI by the DC Police Department, and are not included in Metro's crime report.
**Monthly crime statistics can change as a result of reclassification following formal police investigation.
***Beginning in January 2012, snatch and pickpocket crimes were recorded as larcenies in accordance with FBI reporting procedures.

KPI: Customer Commendation Rate (per million passengers) -- Target = > 10.8 per million passengers

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	10.1	10.5	11.4	11.1	11.0	11.2	11.0	12.0	11.8	11.8	11.0	11.2	11.5
CY 2013	12.7	12.9	11.1	12.9	12.9	12.5	14.1	12.3	11.4				12.6

KPI: Customer Complaint Rate (per million passengers) -- Target = < 125 complaints per million passengers

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	123	131	132	120	123	143	137	135	142	140	125	125	137
CY 2013	125	124	116	124	129	132	138	122	134				131

KPI: Customer Satisfaction Index

	Metrobus	DC	MD	VA	Metrorail	DC	MD	VA
Jul-Sep 2012	84%	80%	86%	94%	80%	83%	76%	79%
Jan-Mar 2013	82%	79%	84%	90%	84%	87%	85%	82%
Apr-Jun 2013	82%				86%			
Jul-Sep 2013	81%				84%			

Metrobus Ridership (millions of unlinked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	10.8	10.9	11.7	11.0	11.6	11.0	11.2	11.9	11.3	11.2	10.8	10.1	34.4
CY 2013	10.7	10.2	11.1	11.6	11.7	11.2	11.8	11.7	11.7				35.1

Metrorail Ridership (millions of linked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	16.5	16.6	19.7	19.0	19.1	19.5	18.9	18.2	16.6	17.4	16.2	14.6	53.8
CY 2013	17.3	15.7	17.9	19.7	18.5	17.9	19.4	18.0	16.9				54.3

MetroAccess Ridership (100,000s of completed trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	3rd Qtr
CY 2012	1.69	1.71	1.85	1.74	1.83	1.72	1.64	1.77	1.62	1.67	1.67	1.59	5.04
CY 2013	1.68	1.63	1.71	1.81	1.83	1.69	1.79	1.83	1.77				5.39

Board Standard: Passengers-per-car

		AM Rush									
Line	**Maximum Load Stations**	**Nov-12**	**Dec-12**	**Jan-13**	**Feb-13**	**Mar-13**	**Apr-13**	**May-13**	**Jun-13**	**Jul-13**	**Aug-13**
Red	Gallery Place	62	82	83	87	75	81	79	83	76	79
	Dupont Circle	81	76	69	88	95	98	81	88	80	75
Blue	Rosslyn	79	78	70	73	72	83	73	82	90	81
	L'Enfant Plaza	63	58	65	67	63	67	52	64	54	69
Orange	Court House	92	87	110	87	98	96	86	91	100	86
	L'Enfant Plaza	67	66	69	72	66	66	73	76	71	69
Yellow	Pentagon	78	71	73	73	74	83	71	73	73	72
Green	Waterfront	76	73	66	70	69	72	91	67	64	77
	Shaw-Howard*	65	79	68	71	69	72	78	79	74	69

										PM Rush	
Line	**Maximum Load Stations**	**Nov-12**	**Dec-12**	**Jan-13**	**Feb-13**	**Mar-13**	**Apr-13**	**May-13**	**Jun-13**	**Jul-13**	**Aug-13**
Red	Metro Center	134	73	76	94	73	74	74	62	78	83
	Farragut North	116	73	64	86	95	98	73	70	85	79
Blue	Foggy Bottom-GWU	76	86	88	93	88	95	84	93	113	89
	Smithsonian	61	59	58	60	56	60	71	81	67	74
Orange	Foggy Bottom-GWU	81	79	79	83	80	80	79	85	88	80
	Smithsonian	60	59	56	59	54	54	60	64	90	72
Yellow	L'Enfant Plaza	72	68	72	74	73	83	88	60	72	79
Green	L'Enfant Plaza	70	66	63	88	85	76	71	85	70	69
	Mt. Vernon Sq.	73	64	64	68	64	68	61	59	76	66

*Green Line AM Max load station changed from L'Enfant Plaza to Shaw-Howard based on analysis of customer travel patterns

Note: Targets are re-evaluated annually and based on changing operating conditions and performance.

Metro Service Area

Size	1,500 sq. miles
Population	5 million

Ridership

Mode	FY 2012	Average Weekday
Bus	132 million	477,289 (September 2013)
Rail	218 million	718,893 (September 2013)
MetroAccess	2.1 million	7,327 (September 2013)
Total	353 million	

Fiscal Year 2013 Budget

Operating	$1.6 billion
Capital	$.9 billion
Total	$2.5 billion

Metrobus General Information

Size	11,279 bus stops and 2,392 shelters
Routes*	318 Routes on 175 Lines
Fiscal Year 2013 Operating Budget	$565 million
Highest Ridership Route in 2009	30's – Pennsylvania Ave. (16,330 avg. wkdy ridership)
Metrobus Fare	$1.80 cash, $1.60 SmarTrip®, Bus-to-bus Transfers Free
Express Bus Fare	$4.00 cash, $3.65 SmarTrip®, Airport Fare $6.00
Bus Fleet*	1,507
Buses in Peak Service	1,284
Bus Fleet by Type*	Compressed Natural Gas (460), Electric Hybrid (671), Clean Diesel (144) and All Other (232)
Average Fleet Age*	6.7 years
Bus Garages	10 – 4 in DC, 3 in MD and 3 in VA

**As of April 4, 2013.*

Metrorail General Information

Fiscal Year 2013 Operating Budget	$896 million
Highest Ridership Day	Obama Inauguration on Jan. 20, 2009 (1.1 million)
Busiest Station in 2012	Union Station (713,000 entries in November 2012)
Regular Fare (peak)	Minimum - $3.10 paper fare card, $2.10 SmarTrip® Maximum - $6.75 paper fare card, $5.75 SmarTrip®
Reduced Fare (non-peak)	Minimum - $2.70 paper fare card, $1.70 SmarTrip® Maximum - $4.50 paper fare card, $3.50 SmarTrip®
Paper Farecard Surcharge	$1.00 per trip 50¢ fare surcharge for seniors/people with disabilities
1st Segment Opening/Year	Farragut North-Rhode Island Avenue (1976)
Newest Stations/Year	Morgan Boulevard, NoMa-Gallaudet (New York Ave), and Largo Town Center (2004)
Rail Cars in Revenue Service	1,104
Rail Cars in Peak Service	896
Rail Cars by Series	1000 Series (288), 2000/3000 (362), 4000 (100), 5000 (184) and 6000 (184)
Lines	5 – Red, Blue, Orange, Green, and Yellow
Station Escalators	588
Station Elevators	245
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 2014 Operating Budget	$114 million
MetroAccess Fare	Within the ADA service area – twice the equivalent SmarTrip-based fare up to a $7 maximum
Paratransit Vehicle Fleet**	600
Average Fleet Age**	1.5 years
Paratransit Garages	6 (1 in DC, 3 in MD and 2 in VA)
Service Delivery Providers	Diamond Transportation, First Transit, and Veolia Transportation
Quality Assurance Provider	Medical Transportation Management
Operations Control Center Provider	MV Transportation

***As of June 2013.*