Vital Signs Report

A Scorecard of Metro's

Key Performance Indicators (KPIs)

2014 Annual 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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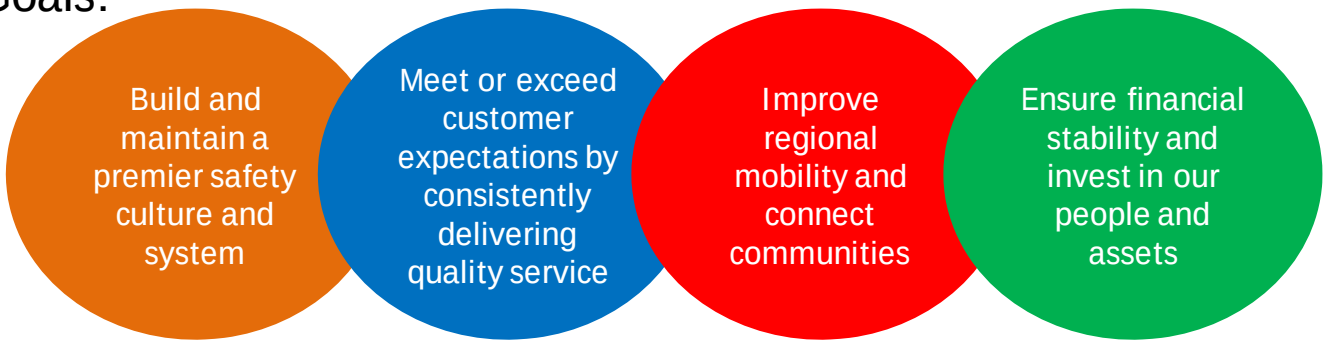
Strategic Plan Overview

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**

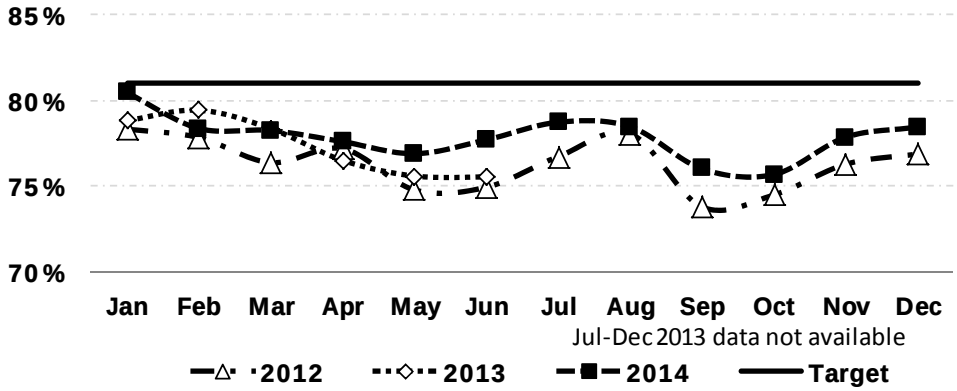
Goal: Meet or exceed customer expectations by consistently delivering quality service

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 (OTP) continued to improve this year largely because of Better Bus initiatives and improved work force planning. This is the fourth year in a row of improved OTP.
- What changed?
  - Late buses decreased 7% compared to 2012, but the rate at which buses ran early did not improve.
  - OTP improved for four of the six daily service periods by 4% primarily as a result of active street management and schedule optimization. However, these improvements had minimal impact on the 4-9AM time period; the percentages of time buses arrived early and late were worse compared to 2012.
- What does all this mean?
  - o On an average weekday, nearly 406,000 bus customers experienced a 2% improvement in OTP.
  - o Schedule optimization of Priority Corridor routes, the implementation of Metro Extra Service (a limited stop service) and MetroWay (the region's first dedicated bus-only lane) contributed to the improvement of OTP.
  - o MetroWay is the only service type which outperformed the OTP target.
  - o Active Service Management, modification of the street operation guidelines and the implementation of a workforce projection tool were all designed to link workforce strategies to overall performance improvement (e.g., service operation managers were realigned to terminals to increase street visibility and bus ride-alongs in lieu of roving in service vehicles).

Bus On-Time Performance



Actions to Improve Performance

- Conduct weekly roll-call meetings to communicate problematic routes to service operation managers.
- Assign managers to monitor OTP during bus departures from each bus garage.
- Continue Active Service Management and collaborative monthly meetings between planning and street operation groups.
- Develop and launch the "Serious about Service" campaign designed to deliver better transit service through an improved customer-oriented process.

Conclusion:

Bus customers experienced a 2% improvement this year, continuing the trend of year-over-year improvement for four consecutive years. In continuing efforts to improve performance, staff will focus on reducing the occurrence of buses arriving ahead of schedule and the implementation of Better Bus initiatives.

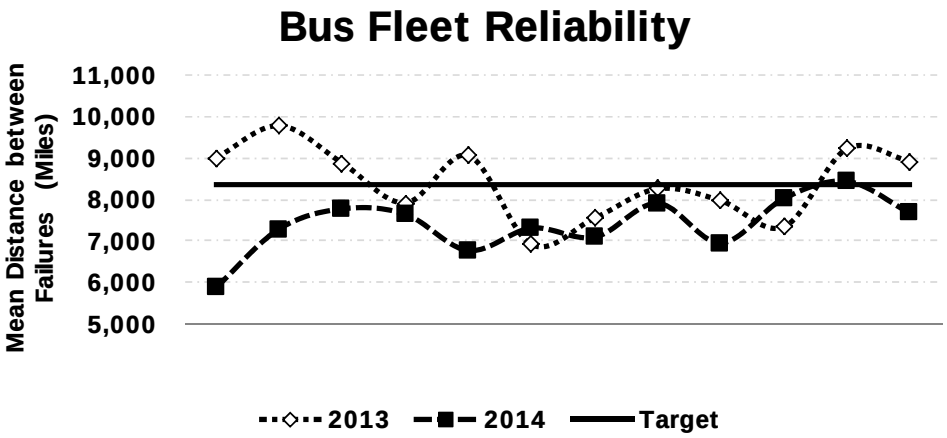
KPI: Bus Fleet Reliability

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

Reason to Track: Mean Distance Between Failures (MDBF) 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?

- Although 2014 was a challenging year for bus fleet reliability, performance began to improve during the last quarter. Fleet reliability ended the year 13% lower than 2013 as a result of mechanical failures causing buses to go out of service more frequently.
- Prior to 2014 bus fleet reliability improved an average of 4.3% per year since 2003.
- The top five service interruptions in the order of frequency this year were: engine, warning light, body, transmission, and hydraulic system failures. As electrical components on buses became more advanced, electrical faults also became more common.
- Mechanical failures indiscriminately affected each sub-fleet with the exception of Clean Diesel. Clean Diesel fleet reliability outperformed 2013, an added benefit to having undergone midlife rehab in 2014.
- Q1 was largely affected by severe weather conditions; Q2 was affected by water intrusion; while failure prone manufactured parts (e.g., Absorbed Glass Mat (AGM) batteries, exhaust gas recirculation valves and cooling components) caused breakdowns all year.
- Bus Maintenance completed several initiatives in 2014 to include the opening of a new paint body center; placing nearly all 105 new Hybrid buses into service; and equipping all buses with the latest technology allowing for better monitoring of key bus components.



Actions to Improve Performance

- Continue to work with BAE Systems to replace three high failure components and install new software on 77 buses with this equipment.
- Continue to work with the engine manufacturer to eliminate crystallization of dosing valves which affect the flow of gas; nearly all 207 buses affected by this have been repaired.
- Retrofit high failure parts on 22 articulated buses.
- Continue to work towards resolving industry-imposed constraints such as the scarcity of FTA-qualified bus engine manufacturers.

Conclusion:
Calendar year 2014 was a challenging year for bus fleet reliability, finishing 13% lower than 2013. However as a result of the completion or near completion of several initiatives, there was a strong comeback in the last quarter.

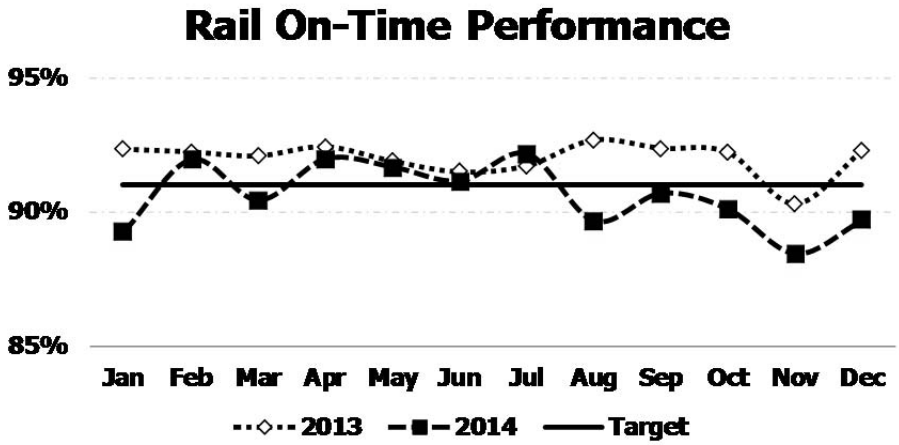
KPI: **Rail On-Time Performance**

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?

- Rail On-Time Performance (OTP) fluctuated in 2014, recovering in the spring after extreme cold temperatures led to more mechanical failures and delays in Q1/2014 then declining after Silver Line service began in late July. Overall for 2014, OTP was down to 90.6%, which was 1.4 percentage points below 2013.
- OTP in Q1/2014 was 2 percentage points below Q1/2013 as cold temperatures led to an increase in delays and fewer railcars available for service. Significant snow accumulations triggered management's decision to purposefully widen headways due to low ridership and/or deteriorating weather, further reducing OTP. Headway widening provides Metro the option to operate snow and ice clearing equipment between regularly scheduled passenger trains, which can cause longer waits between trains.
- In July, Silver Line introduced 5 new stations and increased service to a total of 28 stations. The Silver Line now represents 19% of all train stops and therefore carries a heavy weight in the overall measure of system-wide OTP. Staff managed OTP for the new line through monitoring on-time departures from Wiehle-Reston East and having controllers focus on the dance of smoothly merging Silver, Orange and Blue trains at Rosslyn.
- As Silver Line trains service stations also served by Orange and Blue Lines, a delay occurring on one of the three lines has ripple effects on customers of the other two, dragging down OTP. For example, a disabled train at Virginia Square on 10/28 (served by Orange and Silver) led to the lowest daily Blue Line OTP in October.



Actions to Improve Performance

- Return to Automatic Train Operations on the Red Line following reactivation process certification and operator/technician familiarization training.
- Monitor impact of recent schedule adjustment to support on-time departure of Silver Line trains from Wiehle-Reston East and proper sequencing of Silver and Orange Line trains from East Falls Church.
- Increase the number of gap trains that are used to minimize headway gaps in the event of an incident (temporarily reduced from 5 to 3 in order to meet Silver Line car requirement).

Conclusion:

Rail OTP declined from 2013 as extreme cold temperatures led to more delays in Q1/2014 and the introduction of new Silver Line service at stations also served by Orange and Blue Line trains led to ripple effects when delays occurred, lowering OTP.

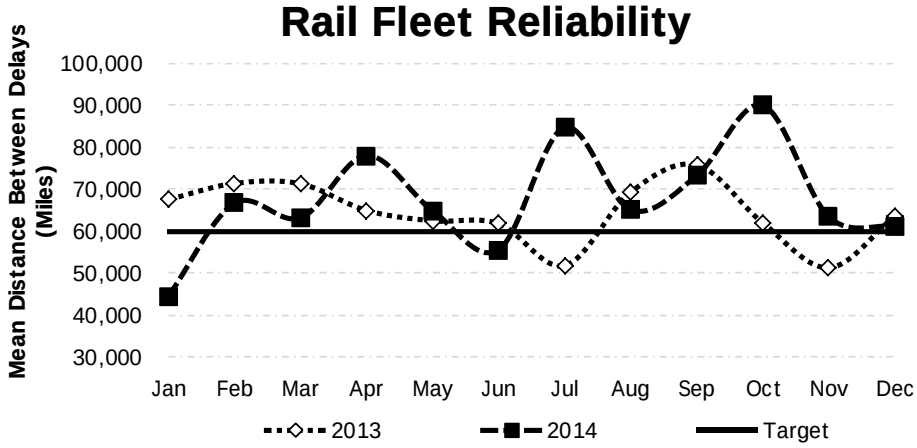
KPI: Rail Fleet Reliability

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 reached a 10-year high in 2014 as maintenance efforts enabled the deployment of 5% more railcars for Silver Line service.
- Despite a 20% increase in railcar miles with the opening of Silver Line service in July, railcar delays in the 2nd half of 2014 increased only slightly (1% more than July-December 2013).
- Reliability was 3% better than 2013 as particularly strong performance in July and October (fewer door delays on the 1000 and 6000 series) offset dips in January (extreme cold affected railcar equipment) and June (door delays on the 4000 series).
- Overall, railcar delay incidents in 2014 were primarily caused by door and brake problems (29% and 27%, respectively). To address this, maintenance staff replaced door relays that were failing prematurely on the 4000 series railcars and completed a number of campaigns to improve 1000 series brake performance (replaced brake lines to prevent leaks, installed new brake control valves to apply instant brake pressure and replaced rusting air compressor control boxes).



Actions to Improve Performance

- The first 7000 series cars are expected to enter passenger service following successful completion of testing and safety certification in early 2015.
- Attempt to secure sufficient funding to exercise an option on the 7000 series railcar procurement for purchase of 220 more 7000 series cars (option expires June 2015).
- Continue reliability improvements for every fleet (e.g., replace air compressors on 4000 series railcars to improve brake performance and perform door overhauls on 2000, 3000 and 6000 series railcars once materials are received).

Conclusion:

Rail Fleet Reliability reached a 10-year high in 2014. Maintenance efforts resulted in railcars reliably traveling 20% more to service Silver Line stops while railcar delays increased only slightly.

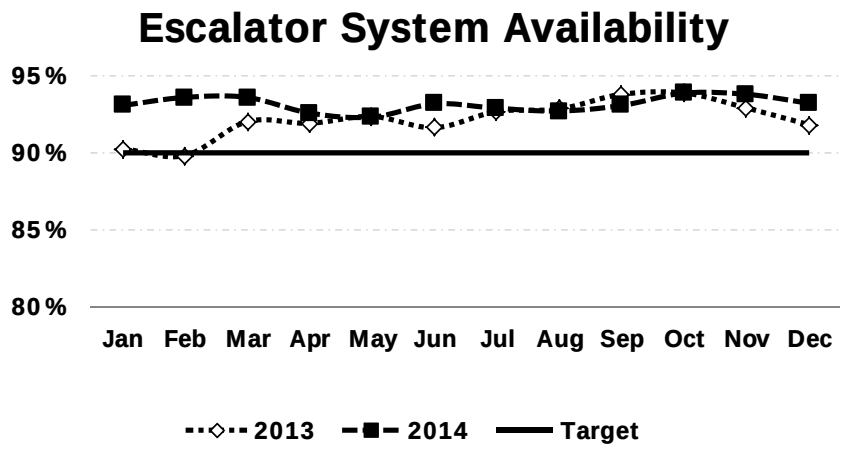
KPI: Escalator System Availability

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 2014 was 93.1%, a 1 percentage point improvement over the prior year. This reflects a 30% decrease in the amount of time that escalators were out of service for unexpected breakdowns.
- In particular, technicians repaired unexpected breakdowns more quickly than in prior years. The mean time to repair broken escalators was just over 5 hours in 2014, compared to over 7.5 hours in 2013. The reorganization of staff into five service regions improved response times, and training improved the ability of technicians to troubleshoot problems and make the necessary repairs.
- The modernization program continued in 2014. Thirty-seven units were rehabilitated or replaced; many of these units required adjacent escalators be turned off and used as "walkers", which also decreased availability.



Actions to Improve Performance

- Enhance remote monitoring capability through a dedicated staff and control room enabling a more accurate reporting of availability, and reducing the duration of outages through real-time fault monitoring and reporting.
- Further improve response times to outages by using GIS data to assign available mechanics located closest to the escalator needing repair.
- Metro will continue the escalator modernization program throughout 2015 as part of its program to replace 114 of the system's 613 escalators by 2020. Modernization reduces the frequency of breakdowns, improving availability, as aging, unreliable units are replaced and rehabilitated. The new and rehabilitated units include energy-efficient and more-reliable LED lighting, high efficiency motors, and regenerative drives that have significantly reduced energy consumption. In fact, recent testing has concluded that some of the modernized escalators with new drives have been generating electricity to put back in the system.

Conclusion:
Escalator availability for 2014 was 93.1%, the best delivered since 2010.

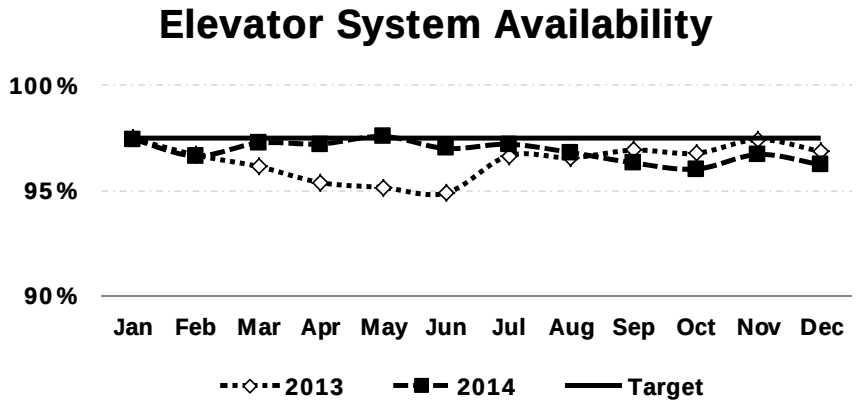
KPI: Elevator System Availability

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 for 2014 was 96.9%, about half a percentage point increase from 2013 (96.4%).
- Unscheduled maintenance hours increased by 64% relative to the prior year as technicians conducted in-depth troubleshooting to identify and address the root cause of service disruptions. They also spent a significantly larger amount of time conducting major repairs, such as repairing concrete shafts and hydraulic oil pumps. Such repairs improve safety and long-term reliability for customers.
- A renewed focus on preventive maintenance also increased hours out of service for inspections and related repairs. The number of staff conducting preventive maintenance inspections doubled as every asset was inspected.
- During the first six months of 2014, there was a large increase in water intrusion events that took units out of service. To prevent damage to mechanical equipment, technicians installed elevator pit water abatement systems at Huntington and Wheaton garages.
- The modernization program continued in 2014, with 12 units rehabilitated throughout the year. All critical components were replaced including the cabs, motors and control systems.



Actions to Improve Performance

- Meeting the target for availability will be challenging in 2015 as scheduled outages will increase with the ramping up of the modernization program. Eighteen of the 275 elevators are scheduled to undergo modernizations throughout the year, meaning that 4-5 elevators will be out of service in a given month. While the rehabilitations are necessary to provide customers with a safe and reliable transit system, availability will decrease in the short run.
- Units that show persistent problems will be prioritized for major repairs and rehabilitations because just 19 of the 275 total units in 2014 accounted for 50% of all unscheduled outages.
- Metro will continue its emphasis on improving mechanics' technical skills, taking advantage of an expanded training staff to provide a rotation of courses designed to ensure that elevator technicians can efficiently and effectively conduct corrective and preventive maintenance across the multiple elevator types and manufacturers within the Metro system.

Conclusion:

Elevator availability for 2014 was below target by half a percentage point, but was an improvement over 2013.

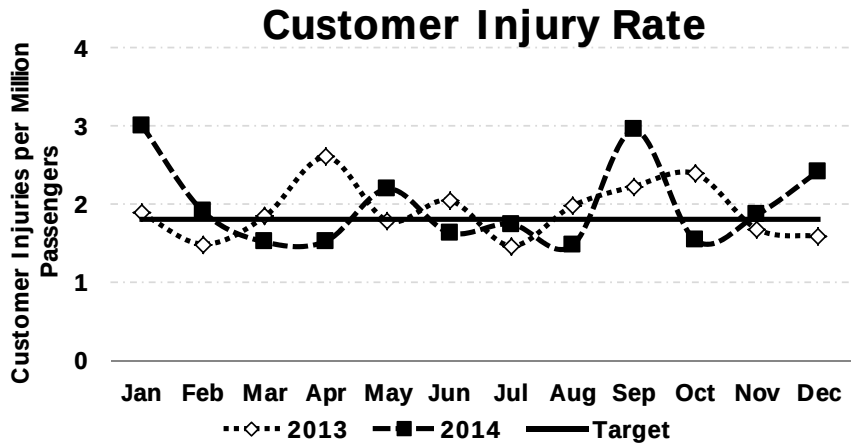
KPI: Customer Injury Rate

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?

- The 2014 customer injury rate did not meet its target and was slightly worse than 2013 (1.96 injuries per million passengers compared to 1.92).
- On Metrobus, the rate remained at 2.48 injuries per 1 million trips. Collisions continued to be the leading cause with a slight increase in the collision rate (preventable up 4%, non-preventable up7%) with 60% of collisions ruled as non-preventable. Slips/trips/falls remained the second leading cause but were seven fewer in 2014. Operators were trained to avoid sudden stops and bus stop improvements made it easier for customers to get on and off.
- On Metrorail, the rate decreased slightly to 1.39 injuries per 1 million trips from 1.40 in 2013 due to a large decrease (-19%) in escalator injuries as a result of improved escalator availability. Injuries at rail stations and on trains increased in 2014 by 12% and 57% respectively. Most injuries at stations occur when customers slip or fall due to ice/snow or intoxication and when escalators are out of service and used as stairs. On board injuries occur when trains start or stop suddenly, leading to falls, or when customers get caught in doors.
- The injury rate for MetroAccess customers increased by 36% relative to 2013. While the rate of collisions decreased slightly, more passengers sustained injuries when collisions occurred.



Actions to Improve Performance

- Enhance MetroAccess operator defensive driver training and focus safety campaigns on collision avoidance, operating in adverse weather and sideswipe prevention.
- Analyze videos of Metrobus operator behavior to provide tailored training and coaching. Use the "Bus Accident Rating and Corrective Action Tracker" management tool to improve Metro's ability to analyze and address the root cause of collisions, and ensure that training is conducted in a timely manner.
- Conduct safety blitzes at bus stops that have been the site of multiple incidents or customer complaints. During the blitz, which lasts for 3-4 hours during rush periods, Metro staff and police provide constructive feedback to operators on ergonomics and driving habits, and educate customers about safe riding.
- Conduct a targeted outreach/education campaign aimed at reducing the most frequent type of injuries.
- Reduce on board customer injuries by introducing automatic train control, reducing sudden starts/stops.
- Continue to proactively treat station entrances and platforms for snow and ice during inclement weather.

Conclusion:
The 2014 customer injury rate did not meet its target and was slightly worse than 2013. Employee safety training and customer communication continues to be the leading focus on how to improve.

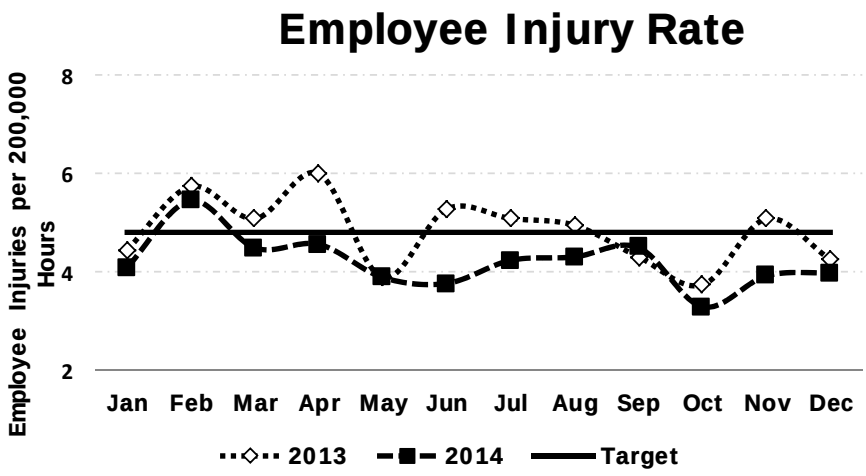
KPI: Employee Injury Rate

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?

- The employee injury rate fell to 4.2 in 2014, better than target (4.80) and 2013 (4.81).
- There were 62 fewer employee injuries in 2014, with decreases across almost all Metro Departments, reflecting the efforts of Local and Departmental Safety Committees and Supervisors to identify and address the root causes of injuries and near misses. For rail employees, the Confidential Close Call program was increasingly used to report events that have the potential for serious consequences, and ten preventive safety actions were implemented in 2014.
- Mechanics and bus operators remain the two job groups that report the highest number of injuries, although both reported fewer injuries in 2014 than the prior year.
- Slips, trips, and falls (25%) were the most frequent type of injuries. The number of slips, trips and falls fell from 145 in 2013 to 127 in 2014 as Metro took steps to proactively identify and remove hazards through facility and ground inspections and to monitor and pre-treat slippery surfaces.
- Collisions are the second most-frequent type of injury (21%); these are predominately non-preventable. Bus operators experienced the highest rate of collision-related injuries and are receiving training tailored to address the root causes of incidents based on Drive Cam video analysis.



Actions to Improve Performance

- Conduct thorough, non-punitive investigations of incidents and near misses to identify root causes and mitigate them at the department-level. Additionally, train personnel on OSHA-mandated programs.
- Provide tailored trending and analysis of safety data to front-line staff to help them address the leading causes of injuries and conduct training to improve the quality of data collection.
- Strengthen Local Safety Committees (LSCs). Departments that have successfully reduced injuries have well-attended and fully-engaged LSCs that regularly interview injured staff to discuss causes and opportunities where safety improvements may occur.
- Implement the Safety Peer Counselors Committee for bus operators to actively seek comments and suggestions for how to improve the health and safety of employees and riders.
- Continue to implement the Fatigue Risk Management System including Hours of Service rules, incident investigation protocol, a recuperative break program, and secondary employment policy.

Conclusion:
The employee injury rate was better than target in 2014, with only 4.2 injuries for every 200,000 hours worked.

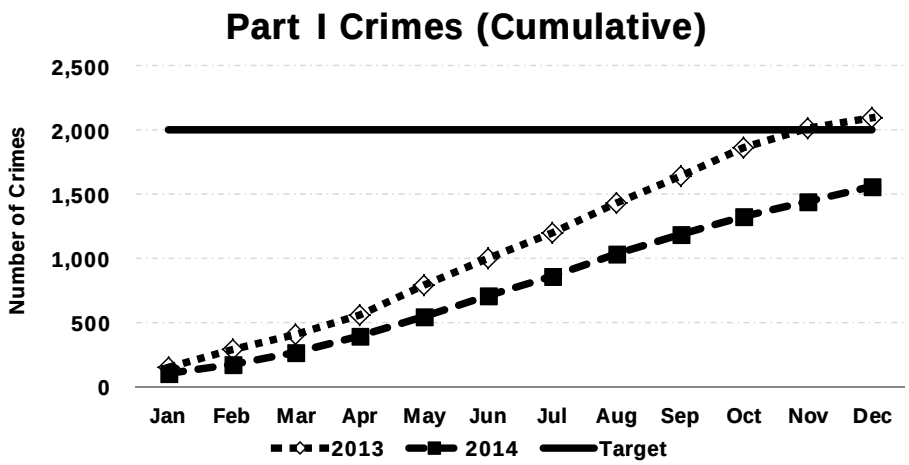
KPI: Crime Rate

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?

- The Metro Transit Police Department (MTPD) utilized multiple strategies to drive down crime throughout 2014. The overall crime rate declined by ~ 20% when compared to 2013 (Metrobus, Metrorail and Parking crime rates declined 20%, 29% and 13%, respectively).
- Sixty-seven percent of the crimes occurred in the rail system, 19% in parking lots or other Metro facilities and 15% on buses.
- The crime rate reduction was primarily attributed to the reduction of larcenies, snatches and robberies; these categories represent nearly 90% of the crimes.
- Major crimes hit a five year low this year. MTPD used solid investigative techniques and increased use of CCTV to broadcast pictures of suspects; proven techniques in closing cases; a 5% improvement compared to 2013.
- Other strategies used to protect and serve were: customer outreach and education, jurisdictional collaboration and the use of crime data to optimize the deployment timing and location of crime suppression teams.



Actions to Improve Performance

- Bus operator assaults are not classified by the FBI as a Part-1 crime and are therefore excluded from the crime data tracked in this KPI; however, MTPD will continue to engage in tactics to help reduce operator assaults. Bus operator assaults increased nearly 37% in 2014.
- Continue outreach campaign "Respect Your Ride" especially to warn women against photo intrusions to promote the overall sense of security.
- Enhance MetroStat program by meeting with patrol supervisors to further analyze data in each patrol area to identify specific tactics.
- Continue advising the public to be cautious when using cell phones in crowded areas.
- Continue to deploy crime suppression teams, including casual clothes officers and collaborate with local jurisdictions to increase visibility.

Conclusion:
The Metro Transit Police Department (MTPD) utilized multiple strategies to drive down the crime rate by 20%. Proven investigative techniques, increased use of technology and analysis of crime data were key strategies used to reduce crime.

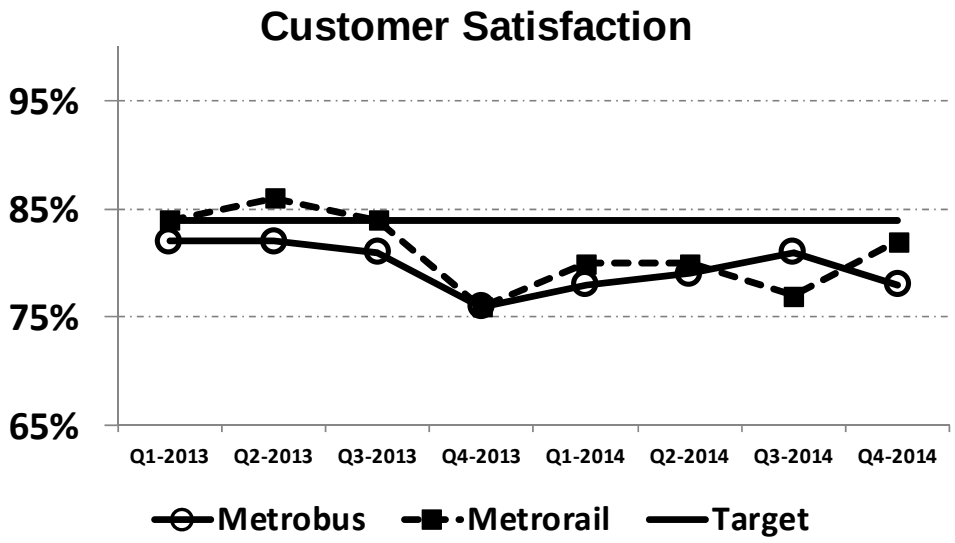
KPI: Customer Satisfaction

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?

- Metrobus and Metrorail satisfaction ratings were higher than last year at this time.
- Improvements in Metrobus satisfaction are related to improved perceptions of reliability (+7%) and on-time performance (+6%) when compared to this same quarter last year. Reliability and on-time performance are the strongest drivers of bus customer satisfaction.
- Other Metrobus improvements this last quarter also helped to improve satisfaction ratings. Ratings in both bus climate control and utility of bus signage improved. During colder months, bus climate control is particularly important.
- Metrorail's satisfaction rating improvement is also related to reliability. Compared to Q4 in CY13, rail reliability scores are up 6 percentage points.
- Though we have seen improvement in reliability, the cumulative improvements in security at station, smoothness of ride, and personnel availability for assistance have moved the needle the rest of the way.



Actions to Improve Performance

- In this first quarter of 2015, sustained effort in the areas mentioned above will sustain current levels of satisfaction. Most importantly in the areas of reliability and on-time performance.
- Quarter one is always a difficult time to deliver high quality service due to inclement weather. During this period area such as cleanliness and climate control in stations and on our vehicles becomes especially important.

Conclusion:
The past year ended with an overall satisfaction ratings slightly below our target of 84%. Going in to 2015, sustained delivery in core customer areas will keep us at 2014 levels. Moving the needle beyond 2014 will require additional efforts in other service delivery areas.

Board Standards

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

Resolution 2000-10: Guidelines for Regional Metrobus Service

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: Sep-Nov 2014

Results: Metro was paid to open early on two days (Army Ten Miler on 10/12 and Marine Corp Marathon on 10/26) and stay open an additional hour for Monday Night Football (10/6).

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: Sep-Nov 2014

Results:

- On Veteran's Day Nov 11, service adjustments were made to accommodate the Concert for Valor including more frequent headways on most lines and replacing Blue Line trains with Yellow Line trains.
- To accommodate system rebuilding, weekday evening headways were changed on 51 days. On 14 of these days, mid-day headways were also changed to accommodate track work.
- For details on Metro's adherence to scheduled headways, see Rail On-Time Performance on page 9.

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: Sep-Nov 2014

Rush Results:

	Max Load Points		Sep-14	Oct-14	Nov-14
AM Rush	Red	Gallery Place	91	91	83
		Dupont Circle	83	87	83
	Blue	Pentagon	106	97	107
		Rosslyn	103	83	93
		L'Enfant Plaza	66	56	50
	Orange	Court House	86	93	105
		L'Enfant Plaza	62	77	69
	Yellow	Pentagon	75	74	77
	Green	Waterfront	78	85	84
		Shaw-Howard	70	76	78
	Silver	Rosslyn	80	83	92
		L'Enfant Plaza	63	76	68
PM Rush	Red	Metro Center	90	88	90
		Farragut North	73	80	88
	Blue	Rosslyn	103	111	100
		Foggy Bottom-GWU	97	91	106
		Smithsonian	39	54	50
	Orange	Foggy Bottom-GWU	75	81	89
		Smithsonian	53	65	59
	Yellow	L'Enfant Plaza	69	72	70
	Green	L'Enfant Plaza	77	78	81
		Mt. Vernon Sq.	71	66	63
	Silver	Foggy Bottom-GWU	78	77	85
		Smithsonian	63	62	63

Board Guidelines: Regional Metrobus Service Guidelines (Resolution 2000-10)

Background:

- May 1999 the Board of Directors adopted a set of guidelines for adding service to existing regional Metrobus routes. The Board augmented those guidelines to include the reduction of service on existing regional routes in February 2000.
    - o Regional Metrobus routes are defined as bus routes that provide transportation between jurisdictions; serve major activity centers that operate on major arterial streets and carry high volumes of ridership either in one jurisdiction or multiple jurisdictions.
- The Board has not established service guidelines for non-regional bus routes. Non-regional bus service performance is evaluated by the sponsoring jurisdiction.

Board Service Guidelines:

	Guideline Thresholds		
1	**Peak Hour Load Factor** (ratio to passengers to seats):	**Add Service**	**Reduce Service**
	Radial Routes	1.20	0.60
	Crosstown Routes	1.10	0.55
	Express Routes	1.00	0.50
	Off-peak Load Factor (radial, crosstown and express routes)	1.00	N/A
2	If **Running Time** is insufficient such that more than X% of trips start late:	33%	N/A
3	If **Non-peak Ridership** averages	> 30 passengers per revenue hour	< 18 passengers per revenue hour
4	If Regional Equity changes (subsidy contributions) for any of the above	Board's discretion	

Results:

REGIONAL METROBUS

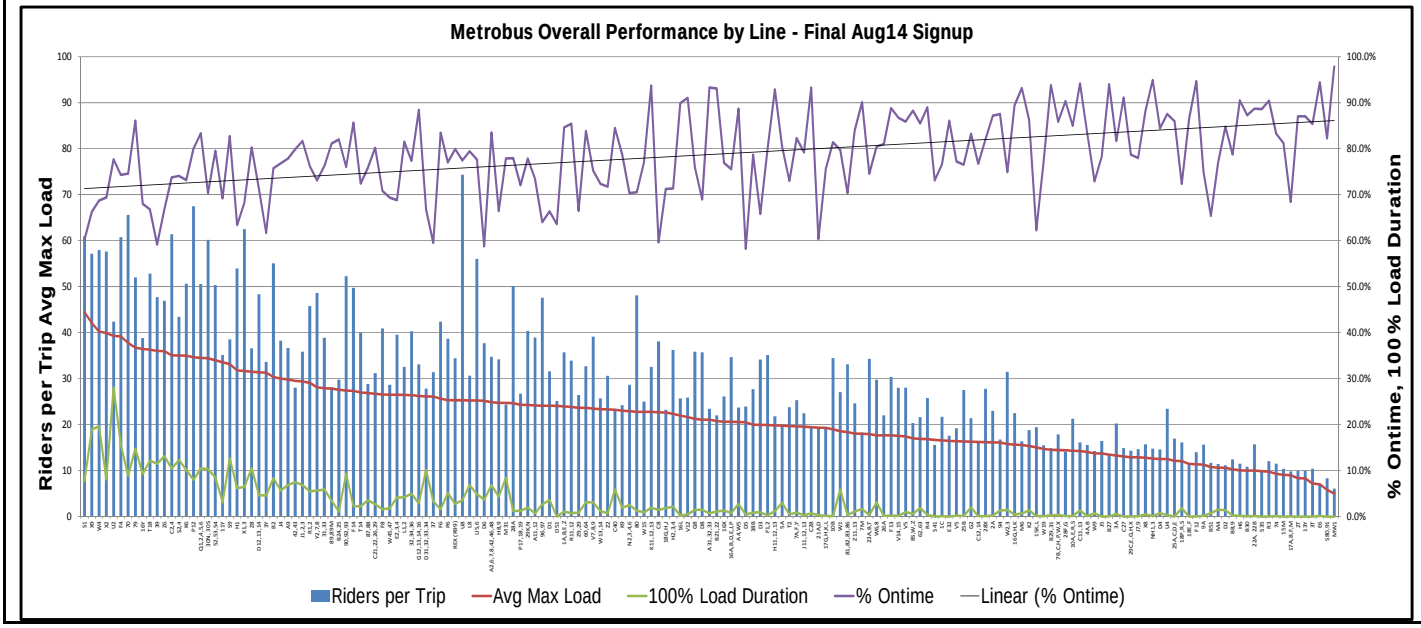
Load Factors - Number of Trips Exceeding Standard

Time Period	CROSSTOWN	EXPRESS	RADIAL
AM Early	72	8	172
AM Peak	470	30	1,109
Midday	579	21	1,326
PM Peak	606	48	1,463
Early Night	224	2	547
Late Night	29	0	107

Metrobus Annual Productivity Measures (CY14)

Performance Factors (based on CY14 Productivity Report)

Threshold Criteria	Definition	System Avg	Threshold	Met Threshold	Did Not Meet Threshold
Weekday Daily Passengers	1/8 of System Avg	3,646	456	140	21
Cost Recovery	50% of System Avg	31.76%	15.88%	148	13
Subsidy per Rider	2 Times System Avg	$2.40	$4.80	124	37
Riders per Revenue Trip	1/3 of System Avg	33.7	11.2	144	17
Riders per Revenue Mile	1/3 of System Avg	4.0	1.3	143	18



- To better measure a lines performance, staff evaluates service and cost effectiveness utilizing supplemental measures (e.g. *Productivity Measures: Weekday Daily Passengers, Cost Recovery, Subsidy per Rider, Riders per Revenue Trip and Riders per Revenue Mile)* in addition to the service guideline standards. Staff is working on proposing new guidelines that will better link practice and policy in 2016.
- The Metrobus weekday performance graph by line illustrates the relationship between ridership / max load/ load duration and on-time performance. As the intensity of ridership (riders per trip and % of trip exceeding a seated load) increases so does boarding time, decreasing on-time performance.
    - 40 or more have <u>recurring</u> crowding on most trips
    - 35 or more have <u>frequent</u> instances exceeding standard
    - 30 or more <u>regularly</u> exceed the standards during peak ridership periods
    - 25 or more have <u>incidental</u> cases of loads exceeding standard often associated with specific trips, traffic delays or other non-frequent incidents affecting service
- With increasing ridership, adjustments for running time and provision of appropriate capacity is needed to avoid diminishing Metrobus' ability to deliver quality service.
- As ridership increases, boarding/alighting time also increases thereby reducing on-time performance.

Vital Signs Report

Definitions

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 81%]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
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%	76.4%
CY 2013	78.8%	79.4%	78.4%	76.5%	75.6%	75.5%	n/a	n/a	n/a	n/a	n/a	n/a	77.4%
CY 2014	80.4%	78.4%	78.2%	77.6%	76.9%	77.7%	78.7%	78.5%	76.0%	75.7%	77.9%	78.4%	78.0%

KPI: Bus Fleet Reliability (Bus Mean Distance Between Failures) [Target 8,343 Miles]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	9,008	9,783	8,883	7,918	9,060	6,917	7,553	8,260	7,972	7,342	9,226	8,923	8,309
CY 2014	5,879	7,291	7,778	7,648	6,773	7,313	7,095	7,911	6,954	8,027	8,440	7,670	7,337

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

Type (% of Fleet)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CNG (30%)	6,350	6,373	6,897	7,369	6,489	5,938	5,911	6,064	6,839	7,217	7,486	6,092	6,541
Hybrid (27%)	5,575	8,049	8,791	8,578	8,147	9,448	9,224	10,958	8,761	9,269	9,801	8,897	9,192
Clean Diesel (8%)	10,277	12,117	9,567	9,148	7,723	8,136	7,272	9,186	7,400	8,861	9,339	9,638	8,825
All Other (35%)	4,528	5,269	5,701	4,885	3,733	4,662	4,484	4,842	3,279	4,941	4,728	5,298	4,566

KPI: Rail On-Time Performance [Target 91%]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	92.3%	92.2%	92.1%	92.4%	91.9%	91.5%	91.7%	92.7%	92.4%	92.2%	90.3%	92.3%	92.0%
CY 2014	89.2%	92.0%	90.4%	92.0%	91.7%	91.2%	92.2%	89.7%	90.7%	90.1%	88.4%	89.7%	90.6%

Rail On-Time Performance by Line

CY2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Red Line	87.0%	90.8%	89.1%	91.6%	91.1%	89.4%	92.2%	92.3%	92.2%	91.3%	89.3%	91.6%	90.7%
Blue Line	89.2%	91.2%	89.7%	90.5%	90.7%	90.5%	92.2%	87.9%	89.6%	89.0%	87.1%	87.9%	90.1%
Orange Line	90.8%	93.2%	91.5%	92.4%	92.5%	92.5%	93.2%	86.4%	88.3%	87.8%	86.4%	87.7%	90.8%
Green Line	91.2%	93.5%	92.9%	93.6%	92.9%	93.2%	92.2%	87.9%	89.7%	88.7%	87.1%	87.3%	91.3%
Yellow Line	90.3%	92.6%	94.2%	93.5%	91.5%	91.6%	92.3%	95.7%	95.9%	95.6%	94.5%	95.0%	93.6%
Silver Line	n/a	n/a	n/a	n/a	n/a	n/a	88.5%	86.7%	88.4%	88.3%	86.9%	87.7%	87.7%

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	Annual
CY 2013	67,500	71,323	71,225	64,890	62,418	61,745	51,757	69,230	75,697	61,959	51,248	63,468	63,624
CY 2014	44,530	66,600	63,127	77,957	64,848	55,522	84,627	65,042	73,150	89,891	63,436	61,000	65,958

KPI: Rail Fleet Reliability (Rail Mean Distance Between Delays by Railcar Series)

CY2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
1000 series	31,151	48,027	47,860	48,748	44,507	55,558	86,726	62,966	59,758	124,561	102,863	51,956	57,228
2000/3000 series	60,796	102,450	116,661	106,927	131,518	90,600	145,570	108,009	87,816	121,583	66,299	91,627	96,937
4000 series	17,282	39,542	27,254	30,727	19,707	14,825	25,775	25,027	24,951	37,946	28,231	28,106	24,949
5000 series	41,012	53,807	50,481	132,119	67,049	46,668	55,787	35,918	92,871	54,448	42,982	54,284	53,637
6000 series	127,765	98,260	83,886	173,233	134,846	127,240	221,333	171,859	189,617	128,897	97,768	76,201	123,502

KPI: MetroAccess On-time Performance [Target 92%]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	93.3%	92.3%	92.6%	91.6%	91.9%	89.9%	91.3%	92.9%	90.6%	91.2%	91.1%	92.5%	91.8%
CY 2014	93.3%	90.2%	92.5%	91.1%	92.3%	92.4%	92.6%	92.8%	91.8%	91.9%	91.5%	92.2%	92.1%

KPI: Escalator System Availability [Target 90%]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	90.2%	89.8%	92.0%	91.9%	92.3%	91.6%	92.6%	92.8%	93.8%	93.9%	92.9%	91.8%	92.1%
CY 2014	93.0%	93.6%	93.6%	92.6%	92.3%	93.1%	92.9%	92.7%	93.0%	93.8%	93.8%	93.2%	93.1%

KPI: Elevator System Availability [Target 97.5%]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	97.5%	96.7%	96.1%	95.4%	95.1%	94.9%	96.7%	96.6%	96.9%	96.8%	97.4%	96.9%	96.9%
CY 2014	97.4%	96.6%	97.3%	97.2%	97.6%	97.0%	97.2%	96.8%	96.3%	96.0%	96.7%	96.2%	97.5%

Vital Signs Report
Performance Data (cont.)

KPI: Customer Injury Rate (per million passengers) [Target 1.8]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	1.88	1.49	1.84	2.60	1.78	2.05	1.46	1.98	2.23	2.39	1.68	1.59	1.92
CY 2014	3.01	1.90	1.51	1.53	2.19	1.63	1.74	1.47	2.95	1.53	1.86	2.42	1.96

*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	Annual
CY 2013	1.40	2.03	2.30	4.48	2.06	3.03	1.61	2.73	3.51	3.48	1.55	1.25	2.52
CY 2014	3.16	2.31	1.30	2.07	2.96	2.01	2.27	1.90	4.91	1.48	2.46	3.04	2.49

Rail Customer Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	0.87	0.51	0.56	0.61	0.65	0.56	0.46	0.33	0.47	0.58	0.89	0.55	0.58
CY 2014	1.44	0.90	0.84	0.56	0.61	0.38	0.67	0.40	0.23	0.48	0.85	0.70	0.59

Rail Transit Facilities* Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	0.12	0.06	0.06	0.05	0.16	0.00	0.10	0.28	0.06	0.06	0.13	0.07	0.10
CY 2014	0.13	0.07	0.06	0.05	0.17	0.00	0.10	0.28	0.06	0.05	0.13	0.06	0.15

*Includes stations, escalators, elevators and parking facilities.

KPI: MetroAccess Customer Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	5.95	24.53	11.67	16.55	21.81	23.63	33.57	5.47	16.92	21.10	5.78	30.18	18.06
CY 2014	37.17	12.76	11.72	10.33	20.97	58.95	26.00	10.73	47.35	24.53	17.24	21.39	25.08

KPI: Employee Injury Rate (per 200,000 hours) -- Target = < 4.8 injuries per 200,000 hours

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	4.45	5.74	5.09	6.00	3.89	5.28	5.09	4.95	4.31	3.74	5.09	4.26	4.81
CY 2014	4.09	5.45	4.49	4.57	3.89	3.77	4.24	4.31	4.50	3.29	3.92	3.99	4.20

Vital Signs Report
Performance Data (cont.)

KPI: Crime Rate (per million passengers) [Target 2,000]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013 Metrobus	1.8	1.5	1.0	1.4	1.4	0.8	1.4	2.0	1.2	1.3	1.7	0.6	1.34
CY 2014 Metrobus	1.3	1.6	0.6	1.5	1.3	0.9	0.5	0.6	1.3	1.4	1.5	0.6	1.08
CY 2013 Metrorail	5.9	7.0	4.8	5.0	9.4	9.3	7.8	9.1	8.5	8.1	5.9	4.3	7.12
CY 2014 Metrorail	3.2	3.2	3.8	3.9	6.0	6.1	5.9	8.2	6.0	4.6	4.7	3.8	5.02
CY 2013 Parking	0.8	0.5	0.9	1.4	1.6	1.0	1.4	1.7	2.9	2.1	1.7	0.7	1.41
CY 2014 Parking	2.1	0.5	0.8	1.0	1.4	1.6	0.6	0.6	1.4	1.5	1.2	2.0	1.23

Crimes by Type

CY 2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Robbery	17	19	22	27	28	18	21	21	19	34	25	29	280
Larceny (Snatch/Pickpocket)	25	29	35	32	43	28	23	24	28	37	32	22	358
Larceny (Other)	41	17	23	44	60	97	84	117	83	54	36	41	697
Motor Vehicle Theft	4	1	4	5	13	7	4	4	8	10	8	3	71
Attempted MVT	10	1	2	0	2	4	2	0	2	5	1	6	35
Aggravated Assault	6	8	8	12	10	11	12	5	10	7	10	8	107
Rape	0	0	0	0	1	0	1	0	0	0	0	0	2
Burglary	0	0	1	1	0	0	0	0	1	1	0	0	4
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Arson	1	0	0	0	0	0	0	0	0	0	0	2	3
Total	104	75	95	121	157	165	147	171	151	148	112	111	1,557

KPI: Customer Commendation Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	6.6	6.4	5.9	7.0	6.2	6.4	7.3	6.1	5.0	6.7	5.9	4.6	6.2
CY 2014	7.0	6.0	6.6	5.2	7.2	7.3	6.7	7.0	6.6	5.4	5.6	5.7	6.4

KPI: Customer Complaint Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	84	73	74	74	76	79	90	81	82	81	113	74	82
CY 2014	92	88	74	81	79	83	90	84	96	89	71	69	83

Customer Satisfaction Rating

	Q1-2013	Q2-2013	Q3-2013	Q4-2013	Q1-2014	Q2-2014	Q3-2014	Q4-2014
Metrobus	82%	82%	81%	76%	78%	79%	81%	78%
Metrorail	84%	86%	84%	76%	80%	80%	77%	82%

Metrobus Ridership (millions of unlinked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	10.7	10.4	11.3	11.6	12.1	11.2	11.8	11.7	11.7	12.3	11.0	10.4	136.2
CY 2014	10.5	10.1	10.8	11.8	11.8	11.6	11.9	11.6	11.9	12.3	10.2	10.5	134.9

Metrorail Ridership (millions of linked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	17.3	15.7	17.9	19.7	18.5	17.9	19.4	18.0	16.9	17.2	15.7	14.7	208.9
CY 2014	15.2	14.4	16.8	19.5	18.1	18.3	19.4	17.6	17.5	18.8	15.4	15.7	206.6

MetroAccess Ridership (millions of completed trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
CY 2013	0.168	0.163	0.171	0.181	0.183	0.169	0.179	0.183	0.177	0.190	0.173	0.166	2.104
CY 2014	0.161	0.157	0.171	0.194	0.191	0.187	0.192	0.186	0.190	0.204	0.174	0.187	2.193

Board Standard: Passengers-per-car

AM Rush Max Load Points		Sep-13	Oct-13	Nov-13	Sep-14	Oct-14	Nov-14
Gallery Place	Red	87	78	82	91	91	83
Dupont Circle		99	85	77	83	87	83
Pentagon	Blue				106	97	107
Rosslyn		80	80	85	103	83	93
L'Enfant Plaza		81	76	70	66	56	50
Court House	Orange	102	94	105	86	93	105
L'Enfant Plaza		81	77	78	62	77	69
Pentagon	Yellow	72	62	73	75	74	77
Waterfront	Green	92	83	77	78	85	84
Shaw-Howard		72	80	103	70	76	78
Rosslyn	Silver				80	83	92
L'Enfant Plaza					63	76	68

PM Rush Max Load Points		Sep-13	Oct-13	Nov-13	Sep-14	Oct-14	Nov-14
Gallery Place	Red	84	74	83	90	88	90
Dupont Circle		91	80	73	73	80	88
Pentagon	Blue				103	111	100
Rosslyn		91	90	83	97	91	106
L'Enfant Plaza		88	93	59	39	54	50
Court House	Orange	92	104	98	75	81	89
L'Enfant Plaza		68	70	63	53	65	59
Pentagon	Yellow	72	62	69	69	72	70
Waterfront	Green	88	68	74	77	78	81
Shaw-Howard		68	55	70	71	66	63
Rosslyn	Silver				78	77	85
L'Enfant Plaza					63	62	63

Metro Service Area

Size	1,500 sq. miles
Population	5 million

Ridership

Mode	CY 2013	Average Weekday
Bus	136 million	458,662 (June 2014)
Rail	209 million	751,538 (June 2014)
MetroAccess	2.1 million	7,698 (June 2014)
Total	347 million	

Fiscal Year 2014 Budget

Operating	$1.7 billion
Capital	$0.9 billion
Total	$2.6 billion

Metrobus General Information

Size	11,275 bus stops and 2,543 shelters
Routes*	309 Routes on 176 Lines
Fiscal Year 2014 Operating Budget	$579.3 million
Highest Ridership Route in 2014	14th St. Line-Rts 52, 53, 54 (15,807 avg. wkdy ridership)
Metrobus Fare	$1.75, Bus-to-bus Transfers Free
Express Bus Fare	$4.00, Airport Fare $6.00
Bus Fleet*	1,525
Buses in Peak Service	1,290
Bus Fleet by Type*	Compressed Natural Gas (459), Electric Hybrid (742), Clean Diesel (144) and All Other (180)
Average Fleet Age*	7.00 years
Bus Garages	9 – 4 in DC, 3 in MD and 2 in VA

**As of July 31, 2014.*

Metrorail General Information

Fiscal Year 2014 Operating Budget	$961.8 million
Highest Ridership Day	Obama Inauguration on Jan. 20, 2009 (1.1 million)
Busiest Station in 2013	Union Station (657,000 entries in December 2013)
Regular Fare (peak)	Minimum - $3.15 paper fare card, $2.15 SmarTrip® Maximum - $6.90 paper fare card, $5.90 SmarTrip®
Reduced Fare (non-peak)	Minimum - $2.75 paper fare card, $1.75 SmarTrip® Maximum - $4.60 paper fare card, $3.60 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	McLean, Tysons Corner, Greensboro, Spring Hill and Wiehle-Reston East (2014)
Rail Cars in Revenue Service	1,104
Rail Cars in Peak Service	954
Rail Cars by Series	1000 Series (278), 2000/3000 (358), 4000 (100), 5000 (184) and 6000 (184)
Lines	6 – Red, Blue, Orange, Green, Yellow and Silver
Station Escalators	613
Station and Parking Gar. Elevators	275
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	$114.1 million
MetroAccess Fare	Twice the fastest rail or bus equivalent SmarTrip-based fare up to a $6.50 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