



Q1

FY2020

Metro Performance Report

The following highlights Metro's system-wide performance for the first quarter of fiscal year 2020 (FY20), with a focus on quality service, safety, security, and financial responsibility. This report compares the first quarter's performance against targets that Metro aims to achieve, or where applicable, to the first quarter of the previous fiscal year.



Quality Service

● **MyTripTime — 89% of customers on-time**

More than 89% of Metrorail customers' trips were completed on-time during the first quarter of FY20, exceeding Metro's target. Weekday customer on-time performance (OTP) surpassed 90% and weekend OTP stabilized at 83%, a strong improvement over the 75% weekend OTP the first quarter of FY19.

For the first two months of the quarter, Metro continued the Platform Improvement Project that closed six Blue and Yellow Line stations south of National Airport for full platform reconstruction and major station improvement. Metro strived to maintain normal service levels outside of the shutdown areas and minimize the system-wide impact. Overall, planned trackwork lowered customer OTP by only 0.4 percentage points with unplanned delays making up the rest of the impact to customer OTP.

Improvements in rail infrastructure condition and railcar reliability, especially 7000-series reliability, resulted in fewer unplanned delays this quarter compared to FY19. Metro's improved maintenance practices and capital rebuilding efforts have led to better results for customers: all major incidents decreased the first quarter of FY20. Compared to the first quarter of FY19, track incidents dropped 96%, automatic train control systems (wayside) incidents dropped 92%, and rail car maintenance incidents dropped 23%.

● **Rail Fleet Reliability – 191,584 miles between delay**

Railcar performance reached record levels since Metro started measuring it in 1998, exceeding 191,000 miles between customer delays in the first quarter of FY20—a 49% improvement compared to the first quarter of FY19. Railcar performance reached a single-month record high in September, with cars traveling almost 293,000 miles on average before leading to a delay. For customers, this resulted in more on-time arrivals at destinations.

Using reliability analysis and frequent, periodic inspections, Metrorail continued to better align its car engineering efforts to the problems causing the largest impacts. When railcar delays or offloads did occur, car maintenance and car engineering staff worked together to identify and address root causes.

Additionally, Metro's rail fleet reliability has steadily increased thanks to investments in new, high-quality railcars. 7000-series railcars represent 57% of the available fleet and continue to be the top performers. As compared to the first quarter of FY19, the average distance between delay for these cars more than doubled. Moreover, railcar reliability is higher for all legacy series as compared to the same time last year, except for the 2000-series (representing 6% of the fleet). Reliability dipped early in the quarter when responsibility for maintenance of the 2000-series transferred to a new location, but performance returned to normal levels by the end of the quarter as staff became familiar with the fleet.

● Rail Infrastructure Condition – 10.2% under performance restriction

On average, 10.2% of track was under performance restriction during the first quarter of FY20, primarily due to major construction associated with the Platform Improvement Project. Metro closed six Blue and Yellow Line stations south of Reagan National Airport for the first 10 weeks of the quarter—accounting for almost 10% of the system. Only 0.3% of the system was under a condition-related speed restriction, a sign of improving rail infrastructure condition.

Metro continues to focus on increasing the amount of work accomplished during overnight non-revenue hours, limiting work impact to customers. Metro has increased its average work time from 1.91 hours per night the first quarter of FY18 to 2.32 hours per night the first quarter of FY20, a 21% increase. Metro's work-wrench hours during non-revenue hours the first quarter of FY20 totaled 55,050 hours, a 6% decrease from the fourth quarter of FY19—not including work in shutdown areas. This decrease was largely due to so many crews working in the Platform Improvement Project shutdown areas during the first two months of the quarter. Metro continued to maintain lower emergency wayside work events (work that must be accomplished within 48 hours): emergencies made up fewer than 5% of all overnight work requests during the first quarter.

● Bus On-Time Performance (OTP) – 77% of buses on-time [Pilot KPI]

Beginning July 2019, Metrobus began piloting a new calculation for bus OTP. The new calculation introduces a headway-based measure for high-frequency routes—including 70, 79, X2, 90, 92, 16Y, and Metroway—and a revised schedule-based measure for all others.

In the first quarter of FY20, buses arrived 77% on-time. Buses serving customers along Metro's seven high-frequency headway routes were 64% on-time while 78% of schedule-based buses were on-time. Late arrivals were the main reason that buses were not on-time, reducing performance by 17 percentage points with traffic congestion serving a main factor.

The regional Bus Transformation Project recommends addressing traffic congestion, on-street parking, bus stop spacing, lack of dedicated lanes, and parking enforcement to improve bus service. Metro continues to focus on the frequency and reliability of Metrobus service as well as partnering with local jurisdictions on prioritizing buses on roadways through dedicated lanes and transit signal priority for buses at traffic lights.

● Bus Fleet Reliability – 6,077 miles between failure

Buses traveled just under 6,100 miles, on average, between service interruptions during the first quarter of FY20. This is below target of 7,000, but a 2% improvement from the same period last fiscal year. Performance of the compressed natural gas fleet improved 17% compared to the same time last year, traveling almost 8,700 miles between failure. Performance of the hybrid fleet, which delivered 65% of service, declined 3% compared to the same time last year traveling just under 6,000 miles between failure. However, the 75 new 40-foot compressed natural gas and 12 new 60-foot hybrid buses placed into service in the past year are performing extremely well, with 10,900 and 12,300 miles between failure, respectively.

Metro is taking several actions to improve performance and address challenges to the reliability program:

- Working with bus manufacturers to address hybrid fleet failures that are impacting Metro as well as other transit agencies.
- Conducting internal quality audits of preventive maintenance programs and service lane activities to identify areas of improvement.
- Improving failure reporting in Metro's asset management system to allow for in-depth trend analysis.
- Implementing recommendations from the January 2019 American Public Transportation Association Peer Review of Metro's Bus Maintenance Program, such as the launch of a new dashboard tool for front-line staff to monitor performance in real-time, freeing up staff time and supporting more efficient work planning.
- Replacing older, less reliable buses to keep the fleet in a state of good repair.

● **MetroAccess On-Time Performance (OTP) – 88% of vehicles on-time**

MetroAccess OTP was 88.3% the first quarter of FY20, falling below the first quarter of FY19 OTP of 92.2% and the FY20 target of 90%. In FY19, MetroAccess transitioned from primarily scheduling direct single-passenger trips to scheduling shared rides for most trips. Shared rides reduce emissions, decrease traffic congestion, and provide important economic benefits; however, this transition affected OTP. MetroAccess has begun adjusting the system's scheduling parameters to improve OTP while maintaining shared ride benefits.

● **Elevator Availability – 97% available**

Metro's elevators were available 97% of the time during the first quarter of FY20, representing a 1.5 percentage point improvement over the same quarter last year.

Performance improved due to staffing innovations, concentrated work during shutdowns, and better weather conditions. Beginning in FY20, Metro began using a dedicated maintenance crew to work on elevators (previously mechanics worked on both elevators and escalators). This staffing innovation allows mechanics to fully specialize in elevator service and effectively hone their craft. Similarly, mechanics more quickly addressed deficiencies identified during jurisdictional inspections. Maintenance staff assigned to the 16 elevators located in the six stations closed for the Platform Improvement Project were reassigned to other parts of the system, allowing for quicker fixes. Lastly, lower rainfall during the quarter meant that units were not held out of service as often to address water remediation, which has recently had significant impacts on availability.

● **Escalator Availability – 94% available**

Metro comfortably exceeded its target for escalator availability, achieving 94% availability against a 92% target. This represents a 1.4 percentage point improvement compared to the same quarter in FY19. Similar to elevators, Metro held several (19) escalators out of commission during the recent Platform Improvement Project, allowing mechanics to provide more in-depth service to active units across the system. The aggressive escalator rehab/replacement program over the past year is showing early signs of a positive return on the investment. Lastly, the department recently hired a full-time reliability engineer to provide better data analytics and failure reporting. This has led to identifying and fixing systemic issues through enhanced processes, resulting in increased escalator availability.



Safety & Security

● **Crime Rate – 5.0 per 1,000,000 trips (378 Part I crimes)**

The Part 1 crime rate increased 26% the first quarter of FY20 compared to the same period last fiscal year, with 5 crimes per million trips in FY20 compared to 4 per million trips in FY19. Nearly 70% of the crimes committed on Metro were against property, with the remaining 31% against persons. A 32% increase in crimes against property drove the overall uptick in the crime rate, with bike thefts and theft snatches as the biggest contributors. Crimes against persons also increased, with robberies as the biggest driver.

● **Red Signal Overruns – 3 incidents**

Metrorail overran a red signal three times during the first quarter of FY20—all three were mainline trains. There were no red signal overruns by roadway maintenance machine/equipment. There were two more red signal overruns this quarter compared to the same time last year.

Historically, most red signal overruns occur at turnbacks and pocket tracks. Although one of the three incidents this quarter occurred at a turnback, the other two were unique. One train departed a terminal station before receiving a clear signal and the second train encroached a work zone (workers were not in the immediate area of the train) due to a failed repeat-back communication. None resulted in injuries.

Metro began implementing mitigations and corrective action programs that have proven effective at limiting red signal overrun incidents. Corrective actions include, but are not limited to: signal head upgrades (LED bulbs, new lenses, and name plates); and sign maintenance (cleaning/ replacement) program. Metro also continued performing efficiency testing and spot checks to ensure it enforced all procedures, such as '100% repeat-back'.

● **Fire Incidents – 26 incidents**

Metrorail experienced 26 National Transit Database (NTD)-reportable fires through the first quarter of FY20, which is no change from the first quarter in FY19. Non-electrical fires showed the largest increase, with 18 this quarter, compared to six in the same period last fiscal year. Non-electrical fires include, but are not limited to, debris- and crosstie-related fires. Insulator fires decreased by 69%, with five incidents this quarter, compared to 16 in the first quarter of FY19.

Mitigations and preventive maintenance activities — including stray current testing; cable inspection, meggering and replacement; track bed cleaning and drain maintenance — helped to reduce overall fire incidents. Additionally, Rail Safety Officers participated in regularly-scheduled track walking inspections.

The weather likely also contributed to the decrease in fire incidents. Drier weather can add to the risk of non-electrical fires (e.g., dry debris catching aflame) and wetter weather can contribute to electrical fires, due to corrosion and other factors. The increase in non-electrical fires and decrease in insulator fires the first quarter of FY20 compared to the first quarter of FY19 correlates with variations in rainfall over the two time periods.

● **Rail Collisions – Three (3) collisions**

Metrorail experienced only three NTD-reportable rail collisions the first quarter of FY20 compared to five in FY19, a decrease of 40%. All three incidents involved roadway maintenance equipment, and none caused any injuries. During the first collision, a ballast regulator in a yard collided with an employee platform stop, damaging the platform. The second involved a prime mover carrying an equipment box that damaged a wayside signal. In the final collision, two rail vehicles in a tail track came into contact because of an improper braking effort, which caused damage to coupler shear bolts.

● **Derailments – Four (4) incidents**

There were four rail derailments the first quarter of FY20, an increase of three when comparing the same period in FY19. All four were maintenance equipment, meaning there were no passenger train derailments. The derailment increase is related to increased use of work equipment in support of the Platform Improvement Project, as three of the four derailments occurred in the project's work zone.

● **Bus Collisions – 3.7 per million miles**

Metrobus tracks and reports serious collisions to the Federal Transit Administration. A Serious collision is one resulting in customer or employee injuries, towaway of any vehicles involved, or combined damages of greater than \$25,000. This is a subset of all collisions, representing about 6% in a given month. For FY20, Metro set a target of less than 3.7 total reportable collisions per million miles. In addition, Metro rates all Metrobus collisions as either preventable or non-preventable. Preventable signifies the operator failed to do everything reasonably expected of a trained operator. Non-preventable indicates the employee took every reasonable action and/or could not have possibly avoided the accident.

Metrobus experienced a collision rate of 4.0 during the first quarter of FY20, worse than target but a 23% improvement compared to FY19. Of the 50 total collisions, 26 were rated as non-preventable and 24 as preventable.

Beginning in FY20, Metrobus began exploring a new technology solution that focuses on alerting operators of potential dangers while operating the bus. The technology includes visual and audible cues when vehicles are near the bus. Operators use deceleration lights, installed on all the buses, to warn other drivers when the bus is slowing down, to mitigate rear-ended collisions. Early data demonstrates the deceleration lights help reduce rear-end collisions.

● **Bus Pedestrian Strikes – Six (6) incidents**

For the first quarter of FY20, Metrobus experienced six pedestrian/cyclist strikes that resulted in immediate transport away from the scene. This represents a decrease of two compared to the first quarter of FY19. The pedestrian/cyclist strikes involved three collisions with people in the crosswalk, one collision with a person not in the crosswalk and two bicyclists. Operators with less than five years of experience were involved in three of the incidents, and four of the six occurred during daylight hours.

Bus installed flashing marker lights on the front of all the buses to alert pedestrians/cyclists of approaching buses. Along with the strobe lights, Bus continues to use training and coaching techniques to be mindful of pedestrians and reinforce good driving techniques to operate the bus safely. As mentioned above, the exploration of collision avoidance technology is also being evaluated as a targeted means to reduce pedestrian/cyclist strikes.

● **Metrorail Customer Injuries – 1.3 per million passengers**

The target rate for Metrorail customer injuries is less than 1.4 injuries per million passenger trips. In the first quarter of FY20, Metrorail met its target, with 1.3 injuries per million passenger trips. The injury rate also decreased 11% compared to the first quarter of FY19.

In total this quarter, 63 customers were injured in the rail system: there were 53 customer slips/trips/falls, 6 injuries in which a customer was struck by an object, 3 injuries in which a customer was caught in something (e.g. train or elevator doors), and 1 unknown injury. Many of the slip/trip/fall injuries involved customer distraction or intoxication.

Rail customers can be injured on trains, in stations, or while riding escalators or elevators. Although injuries in rail stations increased slightly this quarter, with 26 injuries in Q1 FY20 compared to 24 in Q1 FY19, there was a 24% decrease in escalator injuries (25 events vs. 33 events).

● **Metrobus Customer Injuries – 2.2 per million passengers**

Metrobus has a target rate of less than 2.45 customer injuries per million passengers. During the first quarter of FY20, Metrobus had a rate of 2.2 injuries per million passengers, meeting the target and representing a 35% decrease over the same period in FY19. There were 62 injuries reported, which includes 31 customers who slipped/tripped/fell, 18 collision-related incidents, 10 injuries in which a customer was struck by an object, two injuries in which a customer was caught in something and one additional injury. Thirty-three injuries occurred while traveling (not at intersections), 16 at bus stops, and 13 at intersections. The most frequent factors were hard braking, boarding/alighting and bus motion.

● **MetroAccess Customer Injuries – 2.0 per 100,000 passenger trips**

The FY20 Q1 customer injury rate for MetroAccess was 2.01 per 100,000 passenger trips, which is the same as the FY2019 Q1 rate. This is below both the corporate target of 2.85 and the overall FY19 rate of 2.17. Injuries most frequently resulted from slips/trips/falls and non-preventable collisions.

● **Rail System Employee Injury Rate – 3.3 per 200,000 hours worked**

The Metrorail employee injury target is less than 4.0 injuries per 200,000 hours worked. Rail experienced an employee injury rate of 3.3, which is an 18% improvement compared to FY19. Fifty employees were injured, with the most frequent injury types involving slips/trips/fall (10), being struck by something (10), injuries related to assault or stress (8), and ergonomic-related injuries (8).

● **Bus Employee Injury Rate – 11.9 per 200,000 hours worked**

The Metrobus employee injury rate was 11.9 for the first quarter of FY20, which was worse than the target of 9.4 injuries per 200,000 work hours. This rate represents a 24% increase compared to the first quarter of FY19. The most common injury types for Metrobus employees were collisions (29), injuries related to assault or stress (28), slips/trips/falls (17), being struck by something (15) and injuries related to pushing and pulling (10). Among the top employee injury types, only collision-related injuries decreased compared to FY19.



Financial Responsibility

● Ridership – 79.9 million passengers

The total first quarter FY20 ridership of nearly 80 million is 2.6% above the budget forecast of 77.9 million and 3.8% above the first quarter of FY19.

	FY20 Q1 Actual	Variance from Forecast	FYTD20 Weekday Average	Change from Prior Year	FYTD20 Weekend Average	Change from Prior Year
Metrorail	46.9	+8.9%	636,000	+5.3%	223,000	+11.2%
Metrobus	32.4	-5.2%	356,000	-3.5%	163,000	-0.4%
MetroAccess	.6	+0.8%	7,995	-0.2%		
	79.9	2.6%	999,995	3.8%		

Legend

● Met or above target | ● Near target | ● Target not met | ● No target



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Metro Performance Report

FYTD Performance
July September 2019



QUALITY SERVICE

MY TRIP TIME - RAIL ●

89% of customers arrived on-time

● Target ≥ 88%

BUS ON-TIME PERFORMANCE ●

77% of buses arrived on-time

● Pilot KPI

METROACCESS ON-TIME PERFORMANCE ●

88% of vehicles arrived on-time

● Target ≥ 90%



SAFETY & SECURITY

RED SIGNAL OVERRUNS ●

3 red signal overrun incidents

● FYTD Prior Year 1

NTD BUS COLLISIONS ●

4.0 collisions per million miles

● FYTD Prior Year 5.1

PART I CRIME ●

5.0 crimes per million passengers

● FYTD Prior Year 4.0
Target < 1,550 crimes per FY



FINANCIAL RESPONSIBILITY

RIDERSHIP ●

79.9 million passengers

● FYTD Budget Forecast 77.9 million passengers



Quality Service Performance Data

MYTRIPTIME - METRORAIL CUSTOMER ON-TIME PERFORMANCE [TARGET 88%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2017	71%	69%	64%	65%	61%	63%	66%	71%	70%	75%	76%	79%	71%
FY2018	86%	89%	87%	88%	87%	86%	86%	87%	88%	88%	87%	88%	88%
FY2019	86%	79%	90%	89%	87%	89%	90%	90%	89%	91%	90%	90%	85%
FY2020	89%	90%	89%										89%

MYTRIPTIME - METRORAIL CUSTOMER ON-TIME PERFORMANCE BY LINE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Red Line	88%	90%	91%										90%
Blue Line	88%	88%	86%										87%
Orange Line	88%	89%	85%										87%
Green Line	90%	90%	91%										90%
Yellow Line	89%	88%	87%										88%
Silver Line	90%	90%	89%										90%

MYTRIPTIME - METRORAIL CUSTOMER ON-TIME PERFORMANCE BY TIME PERIOD

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush (5AM-9:30AM)	90%	92%	90%										91%
Midday (9:30AM-3PM)	90%	92%	90%										90%
PM Rush (3PM-7PM)	88%	90%	89%										89%
Evening (7PM-9:30PM)	93%	93%	93%										93%
Late Night (9:30PM-12AM)	92%	93%	94%										93%
Weekend	80%	82%	87%										83%

GUIDEWAY CONDITION - FTA REPORTABLE SPEED RESTRICTIONS [TARGET 3.8%]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	10%	13%	10%	10%	12%	14%	10%	10%	10%	10%	10%	0%	11%
FY2019	0%	2%	0%	2%	2%	4%	0%	0%	0%	0%	0%	9%	1%
FY2020	10%	10%	10%										10%

TRAIN ON-TIME PERFORMANCE (HEADWAY ADHERENCE) [TARGET 91%]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	90%	92%	89%	92%	89%	88%	89%	91%	91%	92%	92%	93%	90%
FY2019	90%	78%	93%	93%	91%	93%	91%	92%	92%	93%	92%	91%	88%
FY2020	91%	92%	91%										91%

TRAIN ON-TIME PERFORMANCE (HEADWAY ADHERENCE) BY LINE													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Red Line	93%	95%	94%										94%
Blue Line	87%	88%	87%										87%
Orange Line	91%	92%	90%										91%
Green Line	93%	94%	93%										93%
Yellow Line	91%	91%	91%										91%
Silver Line	89%	91%	89%										90%

TRAIN ON-TIME PERFORMANCE (HEADWAY ADHERENCE) BY TIME PERIOD													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush	87%	88%	87%										87%
Midday	96%	96%	95%										96%
PM Rush	88%	90%	89%										89%
Evening	97%	97%	97%										97%

TRAINS IN SERVICE [TARGET 98%]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	99%	99%	98%	101%	99%	99%	97%	98%	98%	99%	98%	98%	100%
FY2019	97%	98%	98%	97%	97%	98%	96%	97%	98%	98%	98%	99%	98%
FY2020	99%	99%	98%										99%

RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN DEALY) [TARGET 130,000]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	92,927	84,111	84,278	104,128	80,687	85,310	61,004	95,119	113,361	103,228	125,658	117,519	86,860
FY2019	124,123	119,755	145,352	141,878	161,039	162,407	134,683	146,531	238,078	198,102	265,139	194,907	128,987
FY2020	144,510	188,206	292,729										191,584

RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN DEALYS) BY RAILCAR SERIES													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	92,529	41,268	188,914										79,755
3000 series	100,691	93,781	152,396										110,369
6000 series	150,850	125,455	283,153										164,547
7000 series	174,545	436,424	429,369										291,534

RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN FAILURE) [TARGET 10,000]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	7,430	8,227	9,711	10,881	10,376	10,496	10,021	11,280	11,202	13,699	11,755	12,850	8,354
FY2019	10,073	10,671	11,092	14,010	14,075	15,929	14,019	14,397	19,737	19,810	16,752	16,418	10,585
FY2020	15,344	19,374	20,799										18,190

RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN FAILURE) BY RAILCAR SERIES													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	8,046	6,878	10,495										8,361
3000 series	7,821	9,743	10,297										9,125
6000 series	10,170	10,977	11,177										10,746
7000 series	28,598	39,675	42,937										36,017

OFFLOADS [TARGET <80 PER MONTH]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	113	134	124	87	103	95	150	102	91	70	119	91	371
FY2019	88	91	69	79	75	83	94	76	58	58	65	98	248
FY2020	96	62	93										251

METROBUS ON-TIME PERFORMANCE [PILOT KPI]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2020	78%	78%	75%										77%

METROBUS ON-TIME PERFORMANCE BY TIME PERIOD [PILOT KPI]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Early (4AM-6AM)	87%	86%	85%										86%
AM Peak (6AM-9AM)	82%	82%	76%										80%
Midday (9AM-3PM)	77%	77%	75%										76%
PM Peak (3PM-7PM)	74%	74%	69%										72%
Early Night (7PM-11PM)	78%	78%	76%										78%
Late Night (11PM-4AM)	80%	80%	80%										80%

METROBUS ON-TIME PERFORMANCE BY SERVICE TYPE [PILOT KPI]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Headway Service	65%	65%	62%										64%
All Other Service	79%	79%	75%										78%
Early	7%	7%	6%										6%
Late	14%	14%	19%										16%

METROBUS FLEET RELIABILITY (BUS MEAN DISTANCE BETWEEN FAILURE) [TARGET 7,000]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	7,555	7,764	7,571	6,923	7,492	7,776	6,221	6,164	7,485	6,124	6,209	6,515	7,633
FY2019	6,192	5,961	5,806	6,644	6,670	6,806	6,422	6,661	6,796	6,622	5,680	6,111	5,985
FY2020	6,166	6,001	6,066										6,077

METROBUS FLEET RELIABILITY BY FLEET TYPE (BUS MEAN DISTANCE BETWEEN FAILURE)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
CNG 29% of Fleet Average Age 4.5	7,802	9,636	8,832										8,679
Hybrid 61% of Fleet Average Age 7.6	6,162	5,814	5,908										5,958
Clean Diesel 9% of Fleet Average Age 11.9	3,590	2,945	3,109										3,195
Diesel 1% of Fleet Average Age 19.0	3,662	3,952	8,390										4,379

CROWDING (% OF CROWDED PASSENGER TIME) [PILOT MEASURE]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	3.5%	4.2%	4.5%										4.1%
FY2020	5.1%	4.4%	5.9%										5.1%

METRORAIL CROWDING [PILOT MEASURE]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	4.8%	4.5%	3.2%										4.2%
FY2020	3.8%	2.0%	3.2%										3.2%

METRORAIL CROWDING BY LINE													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Red Line	4.5%	2.4%	3.9%										3.8%
Blue Line	2.2%	0.7%	1.8%										1.7%
Orange Line	5.3%	3.0%	5.0%										4.7%
Green Line	2.6%	1.7%	2.2%										2.3%
Yellow Line	3.3%	1.8%	3.0%										2.9%
Silver Line	2.8%	1.3%	2.3%										2.3%

METRORAIL CROWDING BY TIME PERIOD													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush	6.4%	3.2%	6.8%										5.9%
Midday	0.1%	0.0%	0.2%										0.1%
PM Rush	5.0%	3.2%	3.7%										4.2%
Evening	0.8%	0.3%	0.2%										0.5%
Weekend	0.5%	0.2%	0.1%										0.0%

METROBUS CROWDING (% OF CROWDED PASSENGER TIME) [PILOT MEASURE]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	3.4%	4.2%	4.5%										4.1%
FY2020	5.1%	4.4%	5.9%										5.2%

METROBUS CROWDING BY TIME PERIOD													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Early	5.4%	5.7%	6.8%										6.0%
AM Peak	6.5%	5.0%	8.5%										6.8%
Midday	4.6%	3.6%	4.6%										4.3%
PM Peak	5.6%	4.7%	6.1%										5.5%
Early Night	3.7%	3.4%	4.0%										3.7%
Late Night	9.2%	7.7%	7.2%										8.1%

METROACCESS ON-TIME PERFORMANCE [TARGET 90%]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	89%	91%	90%	93%	93%	94%	94%	92%	93%	92%	93%	92%	90%
FY2019	92%	92%	92%	92%	90%	91%	90%	89%	89%	89%	86%	88%	92%
FY2020	89%	89%	87%										88%

ESCALATOR AVAILABILITY [TARGET 92%]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	95%	94%	95%	94%	94%	94%	93%	93%	93%	93%	91%	93%	95%
FY2019	93%	93%	92%	92%	94%	94%	94%	94%	94%	95%	94%	95%	93%
FY2020	94%	94%	94%										94%

ELEVATOR AVAILABILITY [TARGET 97%]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	97%	97%	97%	97%	97%	98%	97%	97%	97%	96%	96%	96%	97%
FY2019	95%	96%	95%	97%	96%	97%	96%	96%	97%	97%	97%	97%	95%
FY2020	96%	97%	97%										97%

METRORAIL CUSTOMER SATISFACTION RATING				
	Q1	Q2	Q3	Q4
FY2018	74%	73%	76%	79%
FY2019	75%	73%	80%	76%
FY2020	79%			

METROBUS CUSTOMER SATISFACTION RATING				
	Q1	Q2	Q3	Q4
FY2018	76%	72%	75%	80%
FY2019	71%	77%	75%	76%
FY2020	76%			



Safety & Security Performance Data

RED SIGNAL OVERRUNS [TARGET DECREASE]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	0	0	1	0	0	1	0	0	3	0	3	2	1
FY2019	0	0	1	0	0	1	0	0	3	0	3	2	1
FY2020	2	0	1										3

FIRE INCIDENTS [TARGET DECREASE]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	15	8	9	7	3	9	8	2	1	3	13	5	32
Non-Electrical	4	2	4	3	3	7	3	0	1	2	5	2	10
Cable	1	1	0	2	0	0	1	0	0	0	0	0	2
Arcing Insulator	9	5	5	2	0	0	4	2	0	1	8	3	19
Train Component	1	0	0	0	0	2	0	0	0	0	0	0	1
FY2019	10	11	5	3	5	2	3	5	7	7	4	9	26
Non-Electrical	4	1	1	2	4	2	3	3	3	4	3	4	6
Cable	0	3	0	0	0	0	0	0	0	0	0	0	3
Arcing Insulator	6	6	4	1	1	0	0	2	4	3	1	5	16
Train Component	0	1	0	0	0	0	0	0	0	0	0	0	1
FY2020	8	6	12										26
Non-Electrical	4	4	10										18
Cable	0	2	0										2
Arcing Insulator	4	0	1										5
Train Component	0	0	1										1

RAIL COLLISIONS [TARGET DECREASE]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	1	1	1	0	0	1	1	1	2	1	1	2	3
FY2019	3	2	0	0	1	0	0	2	2	1	1	0	5
FY2020	1	2	0										3

DERAILMENTS [TARGET DECREASE]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	2	1	2	0	0	1	2	1	2	1	1	0	5
Trains Carrying Customers	0	0	0	0	0	0	1	0	0	0	0	0	0
Trains with No Customers	0	0	0	0	0	0	1	0	0	0	0	0	0
Roadway Maintenance Machines	2	1	2	0	0	1	0	1	2	1	1	0	5
FY2019	0	1	0	0	1	0	0	0	0	0	1	0	1
Trains Carrying Customers	0	0	0	0	0	0	0	0	0	0	0	0	0
Trains with No Customers	0	0	0	0	0	0	0	0	0	0	0	0	0
Roadway Maintenance Machines	0	1	0	0	1	0	0	0	0	0	1	0	1
FY2020	1	2	1										4
Trains Carrying Customers	0	0	0										0
Trains with No Customers	0	0	0										0
Roadway Maintenance Machines	1	2	1										4

NTD BUS COLLISION RATE (PER MILLION VEHICLE MILES) [TARGET < 3.7]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	5.4	3.9	6.2	N/A	5.1								
Non-Preventable	3.2	3.0	3.6	N/A	3.3								
Preventable	2.2	0.9	2.6	N/A	1.9								
FY2020	3.5	4.0	4.5										4.0
Non-Preventable	2.1	1.9	2.2										2.1
Preventable	1.4	2.1	2.2										1.9

BUS COLLISION RATE (PER MILLION VEHICLE MILES)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	58.7	65.0	59.6	58.3	62.5	61.1	60.8	61.7	66.2	67.4	73.6	63.2	61.2
Non-Preventable	33.8	36.4	38.4	34.0	37.8	40.1	36.2	38.2	36.6	43.0	48.8	32.1	36.2
Preventable	24.9	28.6	21.2	24.2	24.8	20.9	24.6	23.5	29.6	24.4	24.8	31.1	25.0
FY2019	68.8	70.0	67.6	70.0	57.7	67.7	64.0	61.3	66.0	72.9	67.4	65.9	68.8
Non-Preventable	35.6	42.6	38.9	36.1	34.3	37.2	34.4	32.2	36.6	43.9	40.8	36.0	39.1
Preventable	33.2	27.3	28.6	33.9	23.4	30.5	29.5	29.2	29.4	29.0	26.6	29.9	29.7
FY2020	61.8	65.1	65.9										64.2
Non-Preventable	32.4	37.9	37.8										36.0
Preventable	29.4	27.2	28.1										28.2

BUS PEDESTRIAN STIKES (PEDESTRIAN / CYCLIST STRIKES) [TARGET DECREASE]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	3	0	0	0	2	2	1	0	2	3	0	1	3
FY2019	2	4	2	3	2	1	4	3	0	0	1	2	8
FY2020	2	2	2										6

CUSTOMER INJURY RATE (PER MILLION PASSENGERS)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	1.57	2.02	2.61	1.87	1.92	2.13	2.91	2.60	2.53	2.01	1.20	1.59	2.07
FY2019	2.50	1.86	2.86	2.04	1.82	1.98	1.97	2.61	1.85	1.94	1.97	2.55	2.40
FY2020	1.87	1.44	2.06										1.79

RAIL CUSTOMER INJURY RATE (PER MILLION PASSENGERS) [TARGET < 1.40]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	2.09	1.19	1.16	1.30	1.32	1.06	1.75	2.05	1.28	1.19	1.18	1.09	1.51
Non-Preventable	0.00	0.00	0.00	0.00	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Preventable	2.09	1.19	1.16	1.30	1.25	1.06	1.75	2.05	1.28	1.19	1.18	1.09	1.51
FY2020	1.58	1.19	1.24										1.34
Non-Preventable	0.00	0.00	0.00										0.00
Preventable	1.58	1.19	1.24										1.34

BUS CUSTOMER INJURY RATE (PER MILLION PASSENGERS) [TARGET < 2.45]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	2.70	2.35	5.27	2.99	2.19	3.04	1.61	2.92	2.32	2.72	3.11	4.52	3.40
Non-Preventable	0.54	1.67	2.86	0.50	0.00	1.46	0.49	0.00	0.77	1.30	0.62	2.58	1.68
Preventable	2.16	0.69	2.42	2.49	2.19	1.58	1.11	2.92	1.55	1.41	2.49	1.94	1.72
FY2020	1.89	1.45	3.15										2.15
Non-Preventable	1.36	1.04	1.41										1.27
Preventable	0.52	0.41	1.74										0.88

METROACCESS CUSTOMER INJURY RATE (PER MILLION PASSENGERS) [TARGET < 2.85]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	2.54	2.36	1.06	1.39	2.10	1.66	3.38	2.84	2.45	2.94	0.96	2.57	2.01
Non-Preventable	2.54	2.36	1.06	0.46	2.10	1.66	2.82	1.70	1.96	1.47	0.48	1.54	2.01
Preventable	0.00	0.00	0.00	0.93	0.00	0.00	0.56	1.14	0.49	1.47	0.48	1.03	0.00
FY2020	2.49	1.97	1.55										2.01
Non-Preventable	1.00	0.99	1.55										1.17
Preventable	1.49	0.99	0.00										0.84

EMPLOYEE INJURY RATE (PER 100 EMPLOYEES)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	7.2	6.1	7.7	8.1	6.5	5.5	7.6	7.0	7.2	6.6	7.5	8.0	7.0
FY2019	5.8	5.6	6.5	6.8	5.2	8.1	5.9	7.1	5.5	5.4	5.5	7.2	5.9
FY2020	6.9	7.4	5.5										6.6

RAIL EMPLOYEE INJURY RATE (PER 100 EMPLOYEES) [TARGET 3.5]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	5.7	3.9	3.7	4.9	2.6	3.6	5.4	3.1	3.9	4.3	3.9	4.0	4.4
Non-Preventable	2.0	0.8	1.3	0.8	0.2	1.5	1.8	1.1	0.4	0.8	0.2	1.3	1.4
Preventable	3.7	3.1	2.4	4.1	2.4	2.1	3.6	2.0	3.5	3.5	3.7	2.7	3.1
FY2019	4.9	3.1	4.0	2.3	2.9	4.5	3.1	4.7	3.7	2.2	3.7	2.3	4.0
Non-Preventable	1.0	0.8	1.1	0.8	0.8	1.3	0.6	0.4	1.4	0.4	0.8	0.2	0.9
Preventable	3.9	2.3	3.0	1.6	2.1	3.2	2.5	4.3	2.4	1.8	2.9	2.1	3.0
FY2020	3.7	4.1	2.2										3.3
Non-Preventable	1.7	1.0	0.6										1.1
Preventable	1.9	3.1	1.5										2.2

BUS EMPLOYEE INJURY RATE (PER 100 EMPLOYEES) [TARGET 9.4]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	11.0	10.2	14.0	14.0	13.8	7.3	11.7	12.2	14.0	12.3	11.0	14.7	11.7
Non-Preventable	6.5	5.7	7.5	7.5	6.4	5.1	6.5	8.1	5.7	7.2	6.6	8.7	6.5
Preventable	4.5	4.5	6.5	6.5	7.4	3.2	5.2	4.1	8.4	5.0	4.5	6.1	5.1
FY2019	8.2	10.0	10.4	16.1	9.8	14.2	11.0	11.2	7.8	11.5	9.3	14.7	9.6
Non-Preventable	5.5	4.3	7.5	9.2	4.4	8.5	4.3	5.8	4.4	6.5	4.8	8.8	5.7
Preventable	2.7	5.7	2.9	6.9	5.4	5.7	6.7	5.4	3.4	5.0	4.5	5.9	3.9
FY2020	12.9	14.2	8.7										12.1
Non-Preventable	8.1	7.2	2.1										6.0
Preventable	4.8	6.9	6.6										6.1

PART I CRIME RATE [PER MILLION PASSENGERS]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	4.5	4.9	5.1	4.1	3.8	3.7	3.6	2.5	3.7	4.6	3.8	4.4	4.9
FY2019	3.5	4.5	3.9	3.7	4.0	4.0	4.6	3.4	3.1	3.5	4.0	5.5	4.0
FY2020	4.8	4.2	5.9										5.0

PART I CRIMES [TARGET < 1,550 PART I CRIMES]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	113	127	126	107	90	79	79	52	90	116	97	114	366
FY2019	89	110	90	99	89	83	95	71	77	92	104	137	289
FY2020	125	106	147										378

PART I CRIMES BY TYPE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2020													
Property Crime	81	72	107										260
Larceny	27	15	33										75
Larceny (Other)	47	50	69										166
Burglary	2	0	0										2
Motor Vehicle Theft	5	6	4										15
Attempted MV Theft	0	1	1										2
Arson	0	0	0										0
Violent Crime	44	34	40										118
Aggravated Assault	13	11	13										37
Rape	1	0	0										1
Robbery	30	23	27										80
FY2020 Part I Crimes	125	106	147										378
FY2020 Homicides	0	0	0										0



Fiscal Responsibility Performance Data

RIDERSHIP BY MODE [BUDGET FORECAST 303.0 MILLION]															
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD	
RAIL	Forecast	15,075,900	13,906,700	14,106,700	15,720,200	13,758,600	13,110,900	11,911,200	12,053,600	14,410,800	15,666,000	15,082,700	15,354,000	43,089,300	
	Actual	16,452,435	15,132,103	15,338,075											46,922,613
BUS	Forecast	11,041,800	11,883,100	11,268,100	12,075,300	10,621,800	9,900,300	9,895,900	9,629,900	10,692,900	11,045,200	11,607,300	10,842,500	34,193,000	
	Actual: Farebox	9,088,894	9,176,323	9,124,038											27,389,255
	Actual: APC	10,799,250	10,807,499	10,804,610											32,411,359
ACCESS	Forecast	192,100	209,500	190,400	211,500	192,600	182,500	181,000	179,600	199,100	205,100	209,400	197,200	592,000	
	Actual	200,694	202,883	193,106											596,683
TOTAL	Forecast	26,309,800	25,999,300	25,565,200	28,007,000	24,573,000	23,193,700	21,988,100	21,863,100	25,302,800	26,916,300	26,899,400	26,393,700	77,874,300	
	Actual: Farebox	25,742,023	24,511,309	24,655,219											74,908,551
	Actual: APC	27,452,379	26,142,485	26,335,791											79,930,655

VACANCY RATE [TARGET 6%]														
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018		7%	7%	7%	6%	7%	7%	6%	6%	7%	7%	7%	7%	7%
FY2019		7%	7%	6%	5%	5%	5%	5%	5%	6%	6%	6%	6%	6%
FY2020		6%	6%	6%										6%

Definitions

KPI	How is it measured?	What does this mean and why is it key to our strategy?
QUALITY SERVICE		
MyTripTime: Metrorail Customer On-Time Performance	Percentage of customer journeys completed on time Number of journeys completed on time ÷ Total number of journeys	Rail Customer On-Time Performance (OTP) communicates the reliability of rail service, which is a key driver of customer satisfaction. OTP measures the percentage of customers who complete their journey within the maximum amount of time it should take per WMATA service standards. The maximum time is equal to the train run-time + a headway (scheduled train frequency) + several minutes to walk between the fare gates and platform. These standards vary by line, time of day, and day of the week. Actual journey time is calculated from the time a customer taps a SmarTrip® card to enter the system, to the time when the SmarTrip® card is tapped to exit. Factors that can effect OTP include: railcar availability, fare gate availability, elevator and escalator availability, infrastructure conditions, speed restrictions, single-tracking around scheduled track work, railcar delays (e.g., doors), or delays caused by sick passengers.
FTA Guideway Condition (Federal Transit Administration Transit Asset Management Performance Measure)	Percentage of track segments with performance restrictions at 9:00 AM the first Wednesday of every month Number of track miles with performance restrictions ÷ 234 total miles	In 2016, the Federal Transit Administration (FTA) issued its Final Rule on Transit Asset Management, which requires transit properties to set targets and report performance on a variety of measures, including guideway condition. Guideway includes track, signals and systems. A performance restriction occurs when there is a speed restriction: the maximum train speed is set below the guideway design speed. Performance restrictions may result from a variety of causes, including defects, signaling issues, construction zones, and maintenance causes. FTA considers performance restrictions to be a proxy for both track condition and the underlying guideway condition.
Train On-Time Performance	Number of station stops delivered within the scheduled headway plus 2 minutes during rush (AM/PM) service ÷ Total station stops delivered Number of station stops delivered up to 150% of the scheduled headway during non-rush (midday and evening) ÷ Total station stops delivered	Train on-time performance measures the adherence to weekday headways, or the time customers wait between trains. Factors that can effect on-time performance include: infrastructure conditions, missed dispatches, railcar delays (e.g., doors), or delays caused by sick passengers. Station stops are tracked system-wide, with the exception of terminal and turn-back stations.
Rail Fleet Reliability	Mean Distance Between Delays (MDBD) Total railcar revenue miles ÷ Number of failures during revenue service resulting in delays of four or more minutes <hr style="width: 100%; border: 0.5px solid black; margin: 5px 0;"/> Mean Distance Between Failure (MDBF) Total railcar revenue miles ÷ Total number of failures occurring during revenue service	The number of miles traveled before a railcar experiences a failure. Some car failures result in inconvenience or discomfort, but do not always result in a delay of service (such as hot cars). Mean Distance Between Delay includes those failures that had an impact on customer on-time performance. Mean Distance Between Failure and Mean Distance Between Delay communicate the effectiveness of Metro's railcar maintenance and engineering program. Factors that influence railcar reliability are the age and design of the railcars, the amount the railcars are used, the frequency and quality of preventive maintenance, and the interaction between railcars and the track.

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Trains in Service	<p>Percentage of required trains that are in service at 8:15 AM and 5:00PM</p> <p>Number of Trains in service ÷ Total required trains</p>	<p>Trains in Service is a key driver of customer on-time performance and supports the ability to meet the Board standard for crowding. WMATA's base rail schedule requires 140 trains during rush periods. Fewer trains than required results in missed dispatches, which leads to longer wait times for customers and more crowded conditions. Key drivers of train availability include the size of the total fleet and the number of "spares", railcar reliability and average time to repair, operator availability, and balancing cars across rail yards to ensure that the right cars are in the right place at the right time.</p>
Offloads	<p>Number of railcar offloads</p>	<p>An offload is any time all passengers traveling on a train must get off the train for any un-scheduled reason (e.g., not a turnback or planned removal from service). Offloads are a key driver of customer on-time performance and communicates the impact of Metro's maintenance and engineering programs on customer service. Factors that influence railcar offloads are railcar performance, rail infrastructure performance, rail operations policies, and customer behavior.</p>
Metrobus On-Time Performance	<p>Percentage of bus service delivered on-time</p> <p>Schedule-based routes = Number of time points delivered on time based on a window of 2 minutes early and 7 minutes late ÷ Total number of time points delivered</p> <p>Headway-based routes = Number of time points delivered within the scheduled headway + 3 minutes ÷ Total number of time points delivered</p>	<p>Bus on-time performance (OTP) communicates the reliability of bus service, which is a key driver of customer satisfaction and ridership.</p> <ul style="list-style-type: none"> ▶ For schedule-based routes, OTP measures adherence to the published route schedule for delivered service. ▶ For headway-based routes, OTP measures the adherence to headways, or the time customers wait between buses. Headway-based routes include routes 70, 79, X2, 90, 92, 16Y, and Metroway. <p>Factors that can effect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by passengers.</p>
Bus Fleet Reliability	<p>Mean Distance Between Failures (MDBF)</p> <p>The number of total miles traveled before a mechanical breakdown requiring the bus to be removed from service or deviate from the schedule</p>	<p>Mean Distance Between Failures is used to monitor trends in vehicle breakdowns that cause buses to go out of service and to plan corrective actions. Factors that influence bus fleet reliability include vehicle age, quality of maintenance program, original vehicle quality, and road conditions affected by inclement weather and road construction.</p>
Crowding	<p>Percentage of passenger time spent on vehicles exceeding crowding guidelines</p> <p>Number of crowded passenger minutes ÷ Total number of passenger minutes</p>	<p>Crowding is a key driver of customer satisfaction with Metrorail and Metrobus service. Crowding measures the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards:</p> <ul style="list-style-type: none"> ▶ Metrorail: 100 passengers per car ▶ Metrobus: 120% of seated capacity during peak, 100% off peak [100% at all times on express routes] <p>Crowding informs decision making regarding asset investments, service plans and scheduling.</p> <p>Factors that can effect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.</p>
MetroAccess On-Time Performance	<p>Adherence to Schedule</p> <p>Number of vehicle arrivals at the pick-up location within the 30 minute on-time widow ÷ Total trips delivered</p>	<p>This indicator illustrates how closely MetroAccess adheres to customer pick-up windows on a system-wide basis. Factors that effect on-time performance are traffic congestion, inclement weather, scheduling, vehicle reliability, and operational behavior. MetroAccess on-time performance is essential to delivering quality service to the customer.</p>

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Elevator and Escalator Availability	<p>In-service percentage</p> $\text{Hours in service} \div \text{Operating hours}$ $\text{Hours in service} = \text{Operating hours} - \text{Hours out of service}$ $\text{Operating hours} = \text{Operating hours per unit} \times \text{number of units}$	<p>Escalator/elevator availability is a key component of customer satisfaction with Metrorail service. This measure communicates system-wide escalator and elevator performance (at all stations over the course of the day) and will vary from an individual customer's experience.</p> <p>Availability is the percentage of time that Metrorail escalators or elevators in stations and parking garages are in service during operating hours.</p> <p>Customers access Metrorail stations via escalators to the train platform, while elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, and travelers carrying luggage. An out-of-service escalator requires walking up or down a stopped escalator, which can add to travel time and may make stations inaccessible to some customers. When an elevator is out of service, Metro is required to provide alternative services which may include shuttle bus service to another station.</p>
Customer Satisfaction	<p>Survey respondent rating</p> $\text{Number of survey respondents with high satisfaction} \div \text{Total number of survey respondents}$	<p>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.</p> <p>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).</p>

SAFETY AND SECURITY

Red Signal Overruns	Number of red signal overruns	<p>Red signal overrun incidents reflect anytime a train or equipment operator passes a red signal, or when the operator passes an employee on the roadway who's telling the train or Roadway Maintenance Machine (RMM) to not move any further.</p> <p>Safety is the highest priority for Metro and a key measure of quality service. Customers and employees expect a safe and reliable ride each day. The number of red signal overrun incidents is an indicator of how well Metro is meeting its safety objective.</p>
Fire Incidents	Number of fire incidents	<p>Fire incidents consist of any fire that occurs within the Metrorail system regardless if active suppression was required. There are three main types of fires that occur within the Metrorail system: non-electrical (e.g., debris, rubbish such as leaves, newspapers), cable, and arcing insulator.</p> <p>Safety is the highest priority for Metro and a key measure of quality service. Customers and employees expect a safe and reliable ride each day. The number of fire incidents is an indicator of how well Metro is meeting its safety objective.</p>
Rail Collisions	Number of rail collisions	<p>Rail collision incidents reflect any incident on the mainline or yard where a train, with or without customers, or a Roadway Maintenance Machine (RMM) where contact is made with another vehicle, equipment or object.</p> <p>Safety is the highest priority for Metro and a key measure of quality service. Customers and employees expect a safe and reliable ride each day. The number of rail collision incidents is an indicator of how well Metro is meeting its safety objective.</p>

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Derailments	Number of derailments	<p>Derailment incidents reflect any incident that occurred on the mainline or yard where a train, with or without customers, or a Roadway Maintenance Machine (RMM) leaves the tracks.</p> <p>Safety is the highest priority for Metro and a key measure of quality service. Customers and employees expect a safe and reliable ride each day. The number of derailment incidents is an indicator of how well Metro is meeting its safety objective.</p>
NTD Bus Collision Rate	<p>NTD bus collision rate:</p> $\frac{\text{Number of NTD reportable collisions}}{\text{(Total number of bus miles operated} \div 1,000,000)}$	<p>The NTD collision rate is based on National Transit Database (NTD) Reporting criteria. It reflects bus collisions that resulted in injuries requiring transport for any vehicle; towaway of either vehicle; or \$25,000 in damage combined.</p> <p>Safety is the highest priority for Metro and a key measure of quality service. Customers and employees 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.</p>
Bus Collision Rate	<p>Bus collision rate:</p> $\frac{\text{Number of NTD reportable collisions}}{\text{(Number of bus miles operated} \div 1,000,000)}$	<p>Employee and customer safety are the highest priority for Metro and a key measure of quality service. Customers expect a safe and reliable ride each day and the number of collisions is an indicator of how well the service is meeting this safety objective.</p> <p>Collisions also impact the ability to adhere to the published route schedule, reducing bus service quality and reliability because they result in longer waits for buses for customers.</p>
Bus Pedestrian Strikes	Number of pedestrian or cyclist strikes	<p>Safety in Metro's top priority. Metrobuses share the road with vehicles, motorists, cyclists, pedestrians, and the traveling public and the community expects a safe ride each day. The number of Bus Pedestrian Strikes is an indicator of how well the service is meeting this safety objective.</p>
Customer Injury Rate	<p>Customer injury rate:</p> $\frac{\text{Number of injuries}}{\text{(Number of passengers} \div 1,000,000)}$	<p>The customer injury rate is based on National Transit Database (NTD) Reporting criteria. It includes injury to any customer caused by some aspect of Metro's operation that requires immediate medical attention away from the scene of the injury.</p> <p>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.</p>
Employee Injury Rate	<p>Employee injury rate:</p> $\frac{\text{Number of injuries}}{\text{(Total work hours} \div 200,000)}$	<p>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.</p> <p>OSHA recordable injuries are a key indicator of how safe employees are in the workplace.</p>
Crime	Reported Part I Crimes	<p>Part I crimes reported to Metro Transit Police Department for Metrobus (on buses), Metrorail (on trains and in rail stations), or at Metro-owned parking lots in relation to Metro's monthly passenger trips.</p> <p>This measure provides an indicator 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.</p>

KPI	How is it measured?	What does this mean and why is it key to our strategy?
FINANCIAL RESPONSIBILITY		
Ridership	<p>Total Metro ridership</p> <p>Metrorail passenger trips + Metrobus passenger boardings + MetroAccess passenger trips</p>	<p>Ridership is a measure of total service consumed and an indicator of value to the region. Drivers of this indicator include service quality and accessibility.</p> <p>Passenger trips are defined as follows:</p> <ul style="list-style-type: none"> ▶ Metrorail reports passenger trips. A passenger trip is counted when a customer enters through a fare an example where a customer transfers between two trains to complete their travel one trip is counted. ▶ Metrobus reports passenger boardings. A passenger boarding is counted via the onboard Automatic Passenger Counter (APC) when a customer boards a Metrobus. In an example where a customer transfers between two Metrobuses to complete their travel two trips are counted. ▶ MetroAccess reports passenger trips. A fare paying passenger traveling from an origin to a destination is counted as one passenger trip. <p>*For performance measures and target setting, Metro uses total ridership numbers including passengers on bus shuttles to more fully reflect total passengers served. Metro does not include bus shuttle passenger trips in its budget or published ridership forecasts.</p>
Vacancy Rate	<p>Percentage of budgeted positions that are vacant</p> <p>$(\text{Number of budgeted positions} - \text{number of employees in budgeted positions}) \div \text{number of budgeted positions}$</p>	<p>This measure indicates how well Metro is managing its human capital strategy to recruit new employees in a timely manner. Factors influencing vacancy rate can include: recruitment activities, training schedules, availability of talent, promotions, retirements, among other factors.</p>