



Q2 FY2020 Metro Performance Report

The following highlights Metro's system-wide performance for fiscal year 2020 (FY20) through the second quarter (July 2019 – December 2019), with a focus on quality service, safety and security, and financial responsibility. This memo compares the second quarter's performance against targets that Metro aims to achieve, or where applicable, to the combined first and second quarter of the previous fiscal year.



Quality Service

● MyTripTime — 90% of customers on-time

Metrorail customers completed 90% of their trips on-time during the first two quarters of FY20, exceeding the target of 88%. Weekday customer on-time performance (OTP) remained above target while weekend performance continued to improve, from 83% in the first quarter to 88% in the second. Weekend performance in December reached 89%, the highest in recent years.

Overall, planned track work lowered OTP by approximately 0.5 percentage points, with unplanned delays making up the rest of the impact. Most planned track work occurred in the first quarter, when the Platform Improvement Project closed six Blue and Yellow Line stations for the first 10 weeks of the fiscal year for full platform reconstruction and major station improvements. Metro strived to maintain normal service levels outside of the shutdown areas and minimize the system-wide impact.

Railcars accounted for 38% of unplanned delays on rail, a 28% decrease relative to the first half of FY19 thanks to improvements in railcar reliability. Police activity and other customer-related incidents accounted for 28% of delays. Customer-related incidents (such as sick passengers) have increased six percent compared to the same time last year, while police activity incidents dropped 35%. Of the remaining unplanned delays, 25% were due to infrastructure failures and operations, and nine percent were due to other incidents, including critical maintenance activities, cooperation with local power companies, and information technology services.

● Bus On-Time Performance (OTP) – 76% of buses on-time [Pilot KPI]

Through the second quarter of FY20, 76% of buses were on-time. Buses serving customers along Metro's seven high-frequency headway routes were 65% on-time while 77% of schedule-based buses were on-time. Late departures continue to be the main reason that buses were not on-time, reducing performance by 17 percentage points with traffic congestion serving a main factor. About eight percent of buses departed more than two minutes early about one percentage point more than the first quarter.

In January 2020, the Metro Board of Directors endorsed the regional Bus Transformation Project strategy and recommendations. Metro staff are partnering with local jurisdictions to implement early actions to advance the strategy—including prioritizing buses on roadways—while also continuing to focus on improving overall OTP by adjusting schedules on low-performing routes and engaging front-line staff in reducing early departures.

● MetroAccess On-Time Performance (OTP) – 89% of vehicles on-time

Through the second quarter of FY20, MetroAccess OTP is 89%, falling below the FY20 target of 90% and below the result from this time last year, 92%. MetroAccess continued to pursue scheduling initiatives through the second quarter to reduce the length of the trip time for customers as well as increase shared rides. These initiatives negatively impacted OTP. MetroAccess is continuing to adjust the system's scheduling parameters and leverage available taxi resources to improve OTP when trips are projected late throughout the day.

● Rail Fleet Reliability – 201,677 miles between delay

Railcar performance reached record levels since Metro started measuring it in 1998, exceeding 201,000 miles between customer delays in the first half of FY20—a 43% improvement compared to the same time in FY19 and significantly above the target of 130,000. Railcars traveled over 212,000 miles between delay during quarter two, up from about 191,500 in the first quarter. 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 and a better ride.

Using reliability analysis and frequent 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 more than half the fleet and accounted for 65% of railcar miles traveled during the first half of FY20. The 7000-series are the best performing railcars, traveling an average of 300,925 miles between delay during the first half of FY20—a 36% improvement from the first half of FY19. Moreover, railcar reliability is higher for all legacy series as compared to the same time last year, except for the 2000-series (representing six percent of the fleet). Maintenance of the 2000-series improved significantly with the conclusion of the Platform Improvement Project, during which the 2000-series were displaced from their home shops, jumping from 92,592 miles between delay in June to 300,146 miles in December. The 6000-series also had a strong second quarter, running without delay for over a month from late October to late November, with 933,218 miles between delay in the month of November.

● Bus Fleet Reliability – 6,769 miles between failure

Buses traveled just under 6,800 miles, on average, between failure through the second quarter of FY20. Performance was just shy of the target of 7,000, but a seven percent improvement from last year.

The compressed natural gas fleet continues to be the top performer, with reliability improving 25% compared to the same time last year, traveling 9,100 miles between failure. Performance of the hybrid fleet, which delivered 65% of service, has steadily improved over the fiscal year, reaching over 8,600 miles between delay in December, the best performance in two years. These improvements are a result of working with the bus manufacturer to retrofit emissions technology on over 270 buses—30% of the hybrid fleet—decreasing the number of service interruptions due to the check engine light.

Staff are continuing to focus on several actions to improve performance and address other challenges to the reliability program, including:

- Improving failure reporting in Metro's asset management system to allow for more in-depth trend analysis.
- Working with bus and component 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.
- Replacing older, less reliable buses to keep the fleet in a state of good repair.

● Elevator Availability – 97% available

Elevators were available 97% of the time through the first two quarters of FY20, meeting target. This represents a one percentage point increase compared to the same time last year. Performance improved due to staffing innovations, concentrated work during shutdowns, and better weather.

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 which in turn results in a faster and more efficient response to deficiencies identified during jurisdictional inspections.

● Escalator Availability – 95% available

Metro comfortably exceeded its 92% target for escalator availability, averaging 95% so far, this fiscal year. This represents a two percentage point increase in availability compared to the same time last year. The aggressive escalator rehabilitation /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 contributed to increased escalator availability by helping to identify and fix systemic issues.

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.

● Rail Guideway Condition – 5.9% under performance restriction

On average, 5.9% of track was under performance restriction during the first two quarters of FY20—due primarily to the Platform Improvement Project during the first quarter. The Platform Improvement Project closed six Blue and Yellow Line stations south of Reagan National Airport, taking almost 23 miles, or 9.73% of track, out of service for the first 10 weeks of the fiscal year. During the second quarter, only 1.6% of track was under performance restriction—and 80% of those second quarter restrictions were speed restrictions related to fall weather (fallen leaves can cause slippery conditions, and Metro reduces speeds as a safety precaution). Only 0.3% of the system was under a condition-related speed restriction, a sign of improving rail infrastructure condition.

Focus also continues on increasing work accomplished during overnight non-revenue hours, limiting impact to customers. Metro's work-wrench hours during non-revenue hours the first two quarters of FY20 totaled 115,886 hours, including over 60,800 hours the second quarter—the highest since we started measuring in FY16. Metro continued to maintain lower emergency work events (work that must be accomplished within 48 hours): emergencies made up fewer than four percent of all requests during the first two quarters.



Safety & Security

● **Metrorail Customer Injury Rate – 1.3 per million passengers**

The target rate for Metrorail customer injuries is less than 1.4 injuries per million passenger trips. Through the second quarter of FY20, Metrorail met its target, with 1.3 injuries per million passenger trips, which also represents a five percent improvement from the same time last year.

During the second quarter, 58 customers were injured in the rail system: 54 customers slipped, tripped, or fell in the system, one customer was struck by a fare gate, one customer reported smoke inhalation due to an escalator failure, and two customers reported injuries such as cuts and non-slip/trip/fall leg injuries. 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 the second quarter injury rate on elevators and escalators increased 18% compared to the second quarter of FY19, there was a 20% decrease in station injuries over the same time period.

● **Metrobus Customer Injury Rate – 2.49 per million passengers**

Metrobus has a target rate of less than 2.45 customer injuries per million passengers. During the first half of FY20, Metrobus had a rate of 2.49 injuries per million passengers, slightly worse than target but a 19% improvement from the same time last year.

There were 74 injuries reported in the second quarter, which includes 38 collision-related injuries, 30 customers who slipped/tripped/fell, and six injuries in which a customer struck against an object (e.g., stanchion pole or seatback). Over half (21) of the collision-related injuries occurred in non-preventable collisions. The most frequent factors overall were hard braking and bus motion (e.g., making a turn).

● **MetroAccess Customer Injury Rate – 2.15 per 100,000 passenger trips**

The customer injury rate for MetroAccess during the first half of FY20 was 2.15 per 100,000 passenger trips, which is favorable compared to the target of 2.85, but a 16% increase from the first half of FY19. A total of 25 customers reported injuries this fiscal year: 12 in the first quarter and 13 in the second quarter. The customer injury rate is primarily driven by slip/trip/fall and collision-related injuries. Slip/Trip/Fall injuries increased by two and collision-related injuries increased by one compared to the first half of FY19.

● **Crime Rate – 5.3 per million trips (784 Part I crimes)**

The Part 1 crime rate increased 35% the first half of FY20 compared to the same period last fiscal year, with 5.3 crimes per million trips in FY20 compared to 3.9 per million trips the first half of FY19. Metro is nearly on-track to meet its annual target of 1,550 or fewer Part I crimes, with 784 through the first half of the year. Nearly 67% of the crimes committed on Metro were against property, with the remaining 33% against persons. A 43% 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 35%, with robberies as the biggest driver.

● **Derailments – 4 incidents**

There were no derailments in the second quarter of FY20, keeping the total at four for the fiscal year-to-date. This is up from two for the first half of FY19, but still less than the six experienced in the first half of FY18 and the 11 the first half of FY17. The four derailments in the first quarter were related to increased use of work equipment and contractor hi-rail vehicles in support of the Platform Improvement Project.

● Rail Collisions – 5 collisions

Metrorail experienced two rail collisions the second quarter, resulting in five total collisions for the first half of FY20—the same as the first half of FY19. In the second quarter, one collision involved two non-revenue railcars colliding on the mainline outside of revenue hours, while the second involved a maintenance vehicle (Flat Car) striking a Metro van at a grade crossing in a rail yard.

● Fire Incidents – 44 incidents

Metrorail experienced 44 Federal Transit Administration-reportable fires in the first half of FY20, which is an increase of eight from the same time in FY19. Debris-related and other non-electrical fires, as well as a cluster of insulator failures, contributed to the overall increase. Non-electrical fires include, but are not limited to, debris- and crosstie-related fires, as well as fires in stations and parking lots caused by normal combustible materials (e.g., trash cans).

Drier conditions likely contributed to the increase in non-electrical fire incidents in October and November, followed by a rain storm on December 10 that contributed to three separate insulator failures along the Red Line.

● Red Signal Overruns – 9 incidents

Metrorail revenue vehicles overran a red signal six times during the second quarter, bringing the total to nine for the first half of FY20 compared to two for the first half of FY19. Of the second quarter overruns, three occurred in rail yards and three were on the mainline at terminal stations. No injuries occurred as a result of the red signal violations. There were no red signal overruns by roadway maintenance machines/equipment.

Starting in November 2019, Metro established an interdepartmental Root Cause/ Corrective Action Committee to spearhead efforts aimed at identifying underlying root causes of vehicle movement violations and recommending mitigations.

● Bus Collision Rate – 3.9 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 requiring immediate medical attention away from the scene, towaway of any vehicles involved, or combined property damage greater than \$25,000. This is a subset of all collisions, representing about six percent. 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 3.9 during the first two quarters of FY20, which is near the target and represents a 22% improvement compared to the same time in FY19. Of the 45 total collisions in the second quarter, 24 were rated as non-preventable and 21 as preventable.

● Bus Pedestrian Strikes – 13 incidents

For the first half of FY20, Metrobus experienced 13 pedestrian/cyclist strikes that resulted in immediate transport away from the scene, a decrease of one compared to the same time in FY19. The pedestrian/cyclist strikes during the second quarter involved four collisions with cyclists, two people not in the crosswalk, and one collision with a person in the crosswalk. 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 completed installation of flashing marker lights on the front of all buses to alert pedestrians/cyclists of approaching buses. Since full implementation of this initiative, there has been a 22% reduction in pedestrian crosswalk strikes.

In addition, Metro was awarded a Virginia Department of Transportation grant to test the effectiveness of a collision avoidance system on transit buses. Initial data from five buses shows a decrease in the occurrences of near misses with pedestrians. The overall improvement in operator behavior resulted in a 25% reduction in vehicular and pedestrian alerts.

● Rail System Employee Injury Rate – 3.4 per 200,000 hours worked

The Metrorail employee injury target is less than 3.5 injuries per 200,000 hours worked. In the first half of FY20, Metrorail employees experienced an employee injury rate of 3.4, which is better than target and a six percent improvement compared to FY19. During the second quarter, 46 employees were injured, with the most frequent injury types involving ergonomic-related injuries (15), slips/trips/fall (12), being struck by or striking a body part against something (9), and injuries related to assault or stress (5).

● Bus Employee Injury Rate – 11.1 per 200,000 hours worked

The Metrobus employee injury rate was 11.1 for the first two quarters of FY20, which exceeded the target of 9.4 injuries per 200,000 work hours. This rate represents a three percent improvement compared to the same time in FY19. The most common injury types were collisions (26), injuries related to pushing and pulling (15), slips/trips/falls (15), injuries related to assault or stress (12), and being struck by or striking a body part against something (6).



Financial Responsibility

● Ridership – 156.8 million passengers

The total ridership of 156.8 million for the first two quarters of FY20 is 2.8% above the forecast of 152.5 million and 4.5% above the first two quarters of FY19.

	FYTD20 Actual	Variance from Forecast	FYTD20 Weekday Average	Change from Prior Year	FYTD20 Weekend Average	Change from Prior Year
Metrorail	92.5	+7.9%	634,000	+6.5%	217,000	+11.0%
Metrobus	63.2	-3.7%	349,000	-4.2%	157,000	-1.3%
MetroAccess	1.2	-1.5%	7,700	-2.9%		
	156.8	2.8%				

Legend

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



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FYTD Performance
July – December 2019



QUALITY SERVICE

MY TRIP TIME - RAIL ●

90% of customers arrived on-time

● Target ≥ 88%

BUS ON-TIME PERFORMANCE ●

76% of buses arrived on-time

● Pilot KPI

METROACCESS ON-TIME PERFORMANCE ●

89% of vehicles arrived on-time

● Target ≥ 90%



SAFETY & SECURITY

RED SIGNAL OVERRUNS ●

9 red signal overrun incidents

● FYTD Prior Year 2

NTD BUS COLLISIONS ●

3.9 collisions per million miles

● Target ≤ 3.7

PART I CRIME ●

5.3 crimes per million passengers

● FYTD Prior Year 3.9
FYTD Target < 775 crimes



FINANCIAL RESPONSIBILITY

RIDERSHIP ●

156.8 million passengers

● FYTD Budget Forecast 153.6 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%	87%
FY2019	86%	79%	90%	89%	87%	89%	90%	90%	89%	91%	90%	90%	87%
FY2020	89%	90%	89%	90%	90%	89%							90%

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%	91%	90%	87%							90%
Blue Line	88%	88%	86%	87%	89%	87%							87%
Orange Line	88%	89%	85%	86%	86%	85%							86%
Green Line	90%	90%	91%	92%	90%	91%							91%
Yellow Line	89%	88%	87%	91%	90%	90%							89%
Silver Line	90%	90%	89%	88%	90%	88%							89%

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%	90%	90%	88%							90%
Midday (9:30AM-3PM)	90%	92%	90%	90%	91%	90%							90%
PM Rush (3PM-7PM)	88%	90%	89%	90%	90%	87%							89%
Evening (7PM-9:30PM)	93%	93%	93%	94%	94%	93%							94%
Late Night (9:30PM-12AM)	92%	93%	94%	94%	94%	92%							93%
Weekend	80%	82%	87%	87%	87%	89%							86%

METROBUS ON-TIME PERFORMANCE [PILOT KPI]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2020	78%	78%	74%	75%	76%	77%							76%

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)	76%	78%	76%	75%	78%	77%							77%
AM Peak (6AM-9AM)	82%	82%	77%	78%	79%	80%							80%
Midday (9AM-3PM)	78%	77%	75%	76%	76%	78%							77%
PM Peak (3PM-7PM)	74%	74%	69%	68%	69%	72%							71%
Early Night (7PM-11PM)	78%	78%	77%	78%	80%	80%							78%
Late Night (11PM-4AM)	80%	80%	80%	81%	83%	83%							81%

METROBUS ON-TIME PERFORMANCE BY SERVICE TYPE [PILOT KPI]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Headway Service	66%	66%	63%	66%	66%	66%							65%
All Other Service	79%	79%	75%	76%	77%	78%							77%
Early	7%	7%	6%	6%	7%	8%							7%
Late	15%	15%	19%	18%	16%	14%							16%

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%	92%
FY2019	92%	92%	92%	92%	90%	91%	90%	89%	89%	89%	86%	88%	92%
FY2020	89%	89%	87%	88%	90%	91%							89%

RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN DELAY) [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	88,121
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	140,871
FY2020	144,510	188,206	292,729	192,718	211,038	237,499							201,677

RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN DELAYS) BY RAILCAR SERIES

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	92,529	41,268	188,914	181,630	315,178	300,146							118,553
3000 series	100,691	93,781	152,396	82,935	78,083	131,524							100,603
6000 series	150,850	125,455	283,153	211,946	933,218	202,605							208,842
7000 series	174,545	436,424	429,369	310,590	305,472	314,362							300,925

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	9,346
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	12,346
FY2020	15,344	19,374	20,799	20,998	20,784	23,425							19,842

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	11,718	11,673	21,439							10,283
3000 series	7,821	9,743	10,297	9,424	9,450	10,182							9,394
6000 series	10,170	10,977	11,177	13,414	14,582	13,690							12,205
7000 series	28,598	39,675	42,937	44,021	37,152	46,381							38,982

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	7,504
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	6,322
FY2020	6,166	6,001	6,066	7,006	7,788	8,527							6,769

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 28% of Fleet Average Age 5.3	7,802	9,636	8,832	8,452	12,094	9,015							9,101
Hybrid 62% of Fleet Average Age 8.6	6,162	5,814	5,908	6,953	7,147	8,615							6,600
Clean Diesel 10% of Fleet Average Age 10.9	3,590	2,945	3,109	4,877	5,163	6,842							4,103
Diesel <1% of Fleet Average Age 20.0	3,662	3,952	8,390	3,972	2,640	277							4,151

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%	96%
FY2020	96%	97%	97%	98%	97%	97%							97%

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%	94%
FY2019	93%	93%	92%	92%	94%	94%	94%	94%	94%	95%	94%	95%	93%
FY2020	94%	94%	94%	95%	95%	96%							95%

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%	2%
FY2020	10%	10%	10%	1%	2%	2%							6%

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%	90%
FY2020	91%	92%	91%	92%	92%	91%							92%

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%	95%	94%	93%							94%
Blue Line	87%	88%	87%	88%	89%	88%							88%
Orange Line	91%	92%	90%	90%	91%	90%							91%
Green Line	93%	94%	93%	95%	94%	93%							94%
Yellow Line	91%	91%	91%	93%	92%	91%							92%
Silver Line	89%	91%	89%	91%	91%	90%							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%	88%	88%	87%							88%
Midday	95%	97%	95%	95%	96%	95%							96%
PM Rush	88%	90%	89%	91%	90%	89%							89%
Evening	97%	97%	97%	99%	98%	96%							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%	98%	97%	97%							98%

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	656
FY2019	88	91	69	79	75	83	94	76	58	58	65	99	485
FY2020	96	62	93	61	69	75							456

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%	4.3%	3.8%	3.1%							3.9%
FY2020	5.1%	4.4%	6.2%	6.4%	5.8%	5.0%							5.5%

METRORAIL CROWDING [PILOT MEASURE]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	4.8%	4.5%	3.2%	4.0%	4.2%	3.6%							4.1%
FY2020	3.8%	2.0%	3.2%	4.1%	3.3%	3.1%							3.4%

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%	4.0%	3.5%	3.9%							3.8%
Blue Line	2.2%	0.7%	1.8%	3.5%	2.4%	1.9%							2.3%
Orange Line	5.3%	3.0%	5.0%	7.2%	5.8%	5.1%							5.5%
Green Line	2.6%	1.7%	2.2%	3.0%	1.4%	1.0%							2.2%
Yellow Line	3.3%	1.8%	3.0%	3.8%	3.9%	2.5%							3.3%
Silver Line	2.8%	1.3%	2.3%	2.6%	2.7%	2.3%							2.4%

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%	7.7%	5.6%	5.9%							6.2%
Midday	0.1%	0.0%	0.2%	0.1%	0.1%	0.2%							0.1%
PM Rush	5.0%	3.2%	3.7%	4.7%	4.3%	4.3%							4.3%
Evening	0.8%	0.3%	0.2%	0.6%	0.1%	0.3%							0.4%
Weekend	0.5%	0.2%	0.1%	0.9%	1.9%	0.0%							0.0%

METROBUS CROWDING (% OF CROWEDED PASSENGER TIME) [PILOT MEASURE]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	3.4%	4.2%	4.5%	4.3%	3.8%	3.1%							3.9%
FY2020	5.1%	4.4%	6.3%	6.5%	5.8%	5.0%							5.5%

METROBUS CROWDING BY TIME PERIOD

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Early	5.4%	5.7%	7.5%	8.3%	6.8%	5.2%							6.5%
AM Peak	6.5%	5.0%	9.0%	8.3%	7.8%	6.7%							7.3%
Midday	4.6%	3.6%	4.8%	5.1%	4.8%	4.3%							4.6%
PM Peak	5.6%	4.7%	6.5%	7.3%	6.3%	5.3%							6.0%
Early Night	3.7%	3.4%	4.2%	4.6%	3.4%	3.1%							3.8%
Late Night	9.2%	7.7%	7.5%	7.6%	5.3%	6.0%							7.3%

METRORAIL CUSTOMER SATISFACTION RATING

	Q1	Q2	Q3	Q4
FY2018	74%	73%	76%	79%
FY2019	75%	73%	80%	76%
FY2020	79%	83%		

METROBUS CUSTOMER SATISFACTION RATING

	Q1	Q2	Q3	Q4
FY2018	76%	72%	75%	80%
FY2019	71%	77%	75%	76%
FY2020	76%	79%		



Safety & Security Performance Data

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	2.02
FY2019	2.51	1.88	2.86	2.04	1.83	1.99	1.97	2.61	1.85	1.94	1.98	2.60	2.19
FY2020	1.87	1.44	2.06	1.58	2.13	2.45							1.90

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	1.37
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	0.01
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	1.36
FY2020	1.58	1.19	1.24	0.92	1.10	1.92							1.31
Non-Preventable	0.00	0.00	0.00	0.00	0.00	0.00							0.00
Preventable	1.58	1.19	1.24	0.92	1.10	1.92							1.31

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	3.08
Non-Preventable	1.19	1.67	3.63	1.20	1.15	1.46	0.49	0.00	0.77	1.30	0.62	2.58	1.71
Preventable	1.51	0.69	2.42	1.79	1.04	1.58	1.11	2.92	1.55	1.41	2.49	1.94	1.50
FY2020	1.88	1.45	3.14	2.40	3.28	3.03							2.49
Non-Preventable	1.36	1.04	1.41	1.15	2.06	2.40							1.53
Preventable	0.52	0.41	1.73	1.25	1.21	0.63							0.96

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	1.86
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	1.69
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	0.17
FY2020	2.49	1.97	1.55	1.92	3.28	1.73							2.15
Non-Preventable	1.00	0.99	1.55	1.44	3.28	1.15							1.55
Preventable	1.49	0.99	0.00	0.48	0.00	0.58							0.60

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	4.4
FY2019	3.5	4.5	3.9	3.7	4.0	4.0	4.6	3.4	3.1	3.5	4.0	5.6	3.9
FY2020	4.8	4.2	5.9	6.9	4.4	5.5							5.3

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	642
FY2019	89	110	90	99	89	83	95	71	77	92	104	137	560
FY2020	125	106	147	188	100	118							784

PART I CRIMES BY TYPE													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2020													
Property Crime	81	72	107	135	63	66							524
Larceny	27	15	33	51	23	30							179
Larceny (Other)	47	50	69	79	38	35							318
Burglary	2	0	0	0	0	0							2
Motor Vehicle Theft	5	6	4	2	2	1							20
Attempted MV Theft	0	1	1	3	0	0							5
Arson	0	0	0	0	0	0							0
Violent Crime	44	34	40	53	37	52							260
Aggravated Assault	13	11	13	11	10	9							67
Rape	1	0	0	0	0	0							1
Robbery	30	23	27	42	27	43							192
FY2020 Part I Crimes	125	106	147	188	100	118							784
FY2020 Homicides	0	0	0	1	0	0							1

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	6
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	6
FY2019	0	1	0	0	1	0	0	0	0	0	1	0	2
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	2
FY2020	1	2	1	0	0	0							4
Trains Carrying Customers	0	0	0	0	0	0							0
Trains with No Customers	0	0	0	0	0	0							0
Roadway Maintenance Machines	1	2	1	0	0	0							4

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	4
FY2019	3	2	0	0	0	0	0	2	2	1	1	0	5
FY2020	1	2	0	2	0	0							5

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	51
Non-Electrical	4	2	4	3	3	7	3	0	1	2	5	2	23
Cable	1	1	0	2	0	0	1	0	0	0	0	0	4
Arcing Insulator	9	5	5	2	0	0	4	2	0	1	8	3	21
Train Component	1	0	0	0	0	2	0	0	0	0	0	0	3
Station Component	0	0	0	0	0	0	0	0	0	0	0	0	0
FY2019	10	11	5	3	5	2	3	5	7	7	4	9	36
Non-Electrical	4	1	1	2	4	2	3	3	3	4	3	4	14
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	18
Train Component	0	1	0	0	0	0	0	0	0	0	0	0	1
Station Component	0	0	0	0	0	0	0	0	0	0	0	0	0
FY2020	8	6	12	7	6	5							44
Non-Electrical	4	4	10	5	5	1							29
Cable	0	2	0	0	0	0							2
Arcing Insulator	4	0	1	1	1	4							11
Train Component	0	0	1	0	0	0							1
Station Component	0	0	0	1	0	0							1

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	2
FY2019	0	0	1	0	0	1	0	0	3	0	3	2	2
FY2020	2	0	1	3	2	1							9

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	7.0	3.3	4.0	N/A	N/A	N/A	N/A	N/A	N/A	5.0
Non-Preventable	3.2	3.0	3.6	3.6	1.5	2.5	N/A	N/A	N/A	N/A	N/A	N/A	2.9
Preventable	2.2	0.9	2.6	3.4	1.8	1.5	N/A	N/A	N/A	N/A	N/A	N/A	2.1
FY2020	3.5	4.0	4.5	4.3	3.7	3.3							3.9
Non-Preventable	2.1	1.9	2.2	2.1	1.6	2.3							2.0
Preventable	1.4	2.1	2.2	2.1	2.1	1.0							1.8

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	60.9
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	36.7
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	24.2
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	67.0
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	37.5
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	29.5
FY2020	61.8	65.1	63.6	70.8	65.0	61.7							64.7
Non-Preventable	32.4	37.9	36.5	42.3	37.3	37.4							37.3
Preventable	29.4	27.2	27.1	28.5	27.7	24.3							27.4

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	7
FY2019	2	4	2	3	2	1	4	3	0	0	1	2	14
FY2020	2	2	2	5	0	2							13

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	6.9
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	6.3
FY2020	6.9	7.5	6.2	8.1	4.5	3.8							6.2

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	4.1
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	1.1
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	3.0
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	3.6
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	1.0
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	2.6
FY2020	3.7	4.3	2.8	4.4	2.3	2.5							3.4
Non-Preventable	1.7	1.0	0.8	1.1	0.6	0.6							1.0
Preventable	1.9	3.3	2.0	3.2	1.7	1.9							2.4

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	11.9
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	6.4
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	5.4
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	11.5
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	6.6
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	4.9
FY2020	12.9	14.2	11.6	13.4	7.1	7.1							11.1
Non-Preventable	8.1	7.2	4.6	6.8	4.0	3.9							5.9
Preventable	4.8	6.9	6.9	6.5	3.0	3.2							5.3



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	85,679,000
	Actual	16,452,435	15,132,103	15,338,075	17,447,889	14,559,802	13,524,283							
BUS	Forecast	10,849,269	11,469,189	11,326,425	11,625,175	10,444,157	9,927,622	9,965,643	9,643,624	10,106,493	10,579,810	11,798,874	10,607,196	65,641,837
	Actual: Farebox	9,088,894	9,176,323	9,130,612	9,564,293	8,142,237	7,924,168							53,026,527
	Actual: Metro Operated Shuttle	23,465	22,940	44,061	9,106	92,046	7,896							199,514
	Actual: APC	10,339,106	10,330,911	10,684,278	11,295,540	9,620,316	10,723,136							62,993,287
	Actual: APC + Metro Shuttle	10,362,571	10,353,851	10,728,339	11,304,646	9,712,362	10,731,032							
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	1,178,600
	Actual	200,694	202,883	193,106	207,995	182,853	173,403							1,160,934
TOTAL	Forecast	26,117,269	25,585,389	25,623,525	27,556,875	24,395,357	23,221,022	22,057,843	21,876,824	24,716,393	26,450,910	27,090,974	26,158,396	152,499,437
	Actual: Farebox + Metro Shuttle	25,765,488	24,534,249	24,705,854	27,229,283	22,976,938	21,629,750							146,841,562
	Actual: APC + Metro Shuttle	27,015,700	25,688,837	26,259,520	28,960,530	24,455,017	24,428,718							156,808,322

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%	5%
FY2020	6%	6%	6%	6%	6%	7%							7%

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.
Metrobus On- Time Performance	Percentage of bus service delivered on-time 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 Headway-based routes = Number of time points delivered within the scheduled headway + 3 minutes ÷ Total number of time points delivered	Bus on-time performance (OTP) communicates the reliability of bus service, which is a key driver of customer satisfaction and ridership. ▶ 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. Factors that can effect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by passengers.
MetroAccess On- Time Performance	Adherence to Schedule Number of vehicle arrivals at the pick-up location within the 30 minute on-time widow ÷ Total trips delivered	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.
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 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?
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>
Elevator and Escalator Availability	<p>In-service percentage</p> <p>Hours in service ÷ Operating hours</p> <p>Hours in service = Operating hours – Hours out of service</p> <p>Operating hours = Operating hours per unit × number of units</p>	<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>
FTA Guideway Condition (Federal Transit Administration Transit Asset Management Performance Measure)	<p>Percentage of track segments with performance restrictions at 9:00 AM the first Wednesday of every month</p> <p>Number of track miles with performance restrictions ÷ 234 total miles</p>	<p>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.</p> <p>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.</p>
Headway Adherence (Train On-Time Performance)	<p>Number of station stops delivered within the scheduled headway plus 2 minutes during rush (AM/PM) service ÷ Total station stops delivered</p> <p>Number of station stops delivered up to 150% of the scheduled headway during non-rush (midday and evening) ÷ Total station stops delivered</p>	<p>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.</p>
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>

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Offloads	Number of railcar offloads	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.
Crowding	Percentage of passenger time spent on vehicles exceeding crowding guidelines Number of crowded passenger minutes ÷ Total number of passenger minutes	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: ▶ Metrorail: 100 passengers per car ▶ Metrobus: 120% of seated capacity during peak, 100% off peak [100% at all times on express routes] Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can effect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.
Customer Satisfaction	Survey respondent rating Number of survey respondents with high satisfaction ÷ Total number of survey respondents	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. 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).

SAFETY AND SECURITY

Customer Injury Rate	Customer injury rate: Number of injuries ÷ (Number of passengers ÷ 1,000,000)	The customer injury rate is based on National Transit Database (NTD) Reporting criteria. This measure includes customers injured during Metro operations when the injury is considered serious or requires immediate medical attention away from the scene. 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.
Crime	Reported Part I Crimes	Part I crimes reported to the 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. Uniform Crime Reporting, managed by the Federal Bureau of Investigation, include Part I offense classifications of Criminal Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Larceny, Motor Vehicle Theft, and Arson. This measure provides an indicator of the perception of safety and security customers experience when traveling the Metro system. Increases or decreases in crime can have a direct effect on whether customers feel safe in the system.

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Derailments	Number of derailments	<p>A derailment is a non-collision event that occurs when a train or other rail vehicle unintentionally comes off its rail, causing it to no longer be properly guided onto the railway.</p> <p>The number of derailment incidents is an indicator of how well Train Operators and Rail Controllers are paying full time and attention to their operating environment and how efficient communications are from controllers to operators. Derailments are also an indicator of the state of good repair of both the right-of-way and rail vehicles (trains, RMMs, Flat Cars, Hi-Rail trucks).</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) makes contact with another vehicle, equipment, or object, and meet the NTD threshold of substantial damage.</p> <p>The number of rail collision incidents is an indicator of how well Train and Equipment Operators and Rail Controllers are paying full time and attention to their operating environment and how efficient communications are from controllers to operators.</p>
Fire Incidents	Number of fire incidents	<p>Fire incidents consistent 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, arcing events (track components, train components) and station equipment.</p> <p>The number of fire incidents is an indicator of how well Metro is keeping its right of way clean and dry, and its equipment in state of good repair.</p>
Red Signal Overruns	Number of red signal overruns	<p>Red signal overrun incidents reflect any time a train or equipment operator passes a red signal on the right-of-way (including in rail yards), 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>The number of red signal overruns is an indicator of how well Train Operators and Rail Controllers are paying full time and attention to their operating environment and how efficient communications are from controllers to operators.</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 a subset of the Bus Collision Rate and is based on National Transit Database (NTD) Reporting criteria. It reflects bus collisions that result in injuries requiring transport for any involved vehicle or pedestrian; towaway of any involved vehicle; or total damages that cost \$25,000 or more.</p> <p>NTD-reportable collisions reflect a measure of serious bus collisions and represent an opportunity to fully investigate the incident; determining causal factors and root causes. The NTD bus collision rate is an indicator of how well 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>A bus collision includes all incidents where the transit vehicle comes in contact with another vehicle, object or person, regardless of fault. Collisions impact the ability to adhere to the published route schedule, reduce bus service quality, and reliability.</p>
Bus Pedestrian Strikes	Number of pedestrian or cyclist strikes	<p>Bus pedestrian strikes counts include all incidents where the impact of a the transit vehicle with a person or cyclist causes immediate medical transport from the scene.</p>

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Employee Injury Rate	Employee injury rate: $\text{Number of injuries} \div (\text{Total work hours} \div 200,000)$	<p>An employee injury is recorded based on OSHA 1904 Recordkeeping Criteria, when the injury is (a) work related; and, (b) one or more of the following happens to the employee: 1) fatality, 2) injury or illness that results in loss of consciousness, days away from work, restricted work, or job transfer 3) receives medical treatment above first aid, 4) diagnosed case of cancer, chronic irreversible diseases, fractured or cracked bones or teeth, and punctured eardrums, 5) special cases involving needlesticks and sharps injuries, medical removal, hearing loss, and tuberculosis.</p> <p>Per the Occupational Safety and Health Act, employers are obligated to provide a workplace free of recognized hazards which may cause employee death or serious injury. OSHA recordable injuries are a key indicator of how safe employees are in the workplace.</p>
FINANCIAL RESPONSIBILITY		
Ridership	Total Metro ridership $\text{Metrorail passenger trips} + \text{Metrobus passenger boardings} + \text{MetroAccess passenger trips}$	<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 faregate. In 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	Percentage of budgeted positions that are vacant $(\text{Number of budgeted positions} - \text{number of employees in budgeted positions}) \div \text{number of budgeted positions}$	<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>