

Metro Performance Report Data File | FY21 through FY23 Q1 | Last updated 12/2/2022

About this file

Each tab of this file includes the underlying data for each measure that Metro reports on in the quarterly Metro Performance Report (MPR). This document reflects data from FY21 through Q1 of FY23. These data should allow the public to calculate all the measures reported in the MPR using the Definitions section included at the end of the report. Note that rates are not simply the count of the numerator divided by the denominator; almost all rates are per one million or ten million of the denominator. Check the Definitions section of the report for the measure formulas to replicate the calculations.

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Tab name	Any notes about the data
Ridership	Rail, Bus, and MetroAccess Ridership. Table lists the average weekday and average weekend ridership, as well as total monthly ridership, for each mode.
Rail Missed Trips	
Bus Missed Trips	Metro updated its calculation of this measure in FY22, so there is no historical data before FY22.
Bus Prediction Availability	trytr
Rail On-Time Performance	
Bus On-Time Performance	There is no data available for January 2022 due to data issues on the bus fleet. February 2022 data begins February 7th. See Definitions section of the MPR for a definition of "Timepoint".
Access On-Time Performance	
Elevator Availability	
Escalator Availability	
Rail Crowding	
Bus Crowding	
Fleet Reliability	Rail, Bus, and MetroAccess Mean Distance Between Failure. This measure uses <i>total</i> vehicle mileage (whereas safety measures only use <i>revenue</i> miles), so the data for both mechanical incidents and miles are included in the same table.
Crime Rate	Table lists count of crimes and crime rate by mode. Denominator is ridership.

Rail Safety Events	Table lists count of safety events by type and total rate for Rail per month. Denominator is vehicle revenue miles.
Bus Safety Events	Table lists count of safety events by type and total rate for Bus per month. Denominator is vehicle revenue miles.
Access Safety Events	Table lists count of safety events by type and total rate for Access per month. Denominator is vehicle revenue miles.
Fatality Rate	Table lists count of fatalities by mode and total fatality rate per month. Denominator is vehicle revenue miles.
Customer Injuries	Table lists count of customer injuries and customer injury rate by mode per month. Denominator is vehicle revenue miles.
NTD-Reportable Assaults	Table lists count of customer and employee assaults and assault rate by mode. Denominator is vehicle revenue miles.
Employee Injuries	Table lists count of employee injuries and employee injury rate by mode. Denominator is employee hours.
Employee Hours	Denominator for Employee Injury Rate. Table lists count of employee hours by mode and total employee hours per month.
Vehicle Revenue Miles	Denominator for multiple safety measures. Table lists count of vehicle revenue miles by mode and total vehicle revenue miles per month. Vehicle revenue miles are miles driven while WMATA vehicles are in revenue service (excluding miles where vehicles are not in service, such as driving from the bus depot to the beginning of a route).
Customer Satisfaction	