WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

# PERFORMANCE REPORT

## FY2022 Annual Report

July 2021 - June 2022


Published
October 11, 2022

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# MESSAGE FROM THE GENERAL MANAGER & CEO

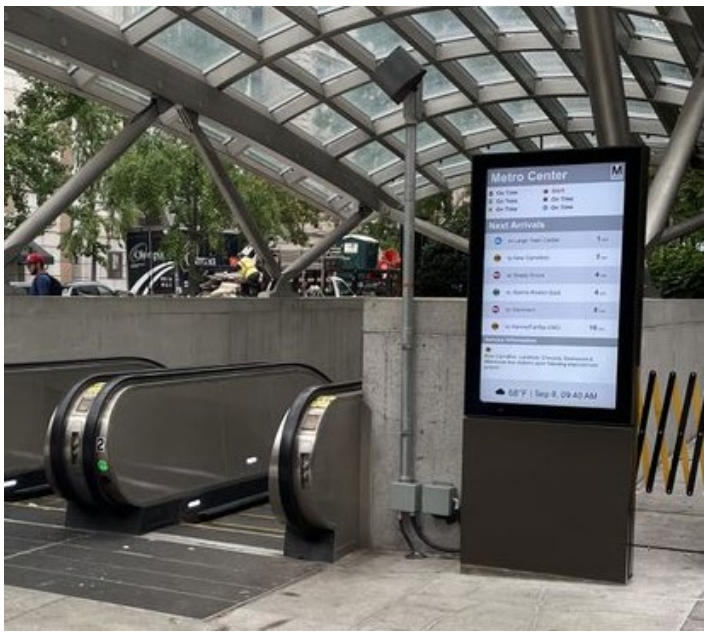
**Randy Clarke**
General Manager & CEO,
WMATA

**Metro is what keeps the National Capital Region moving.** Metro exists to serve our customers and community, because after all, it's Your Metro. We positively impact people's lives by connecting them to jobs, health care, schools, museums, cultural events, restaurants, and nightlife. We are laser-focused on Metro—America's Transit System—being the safe, reliable, and frequent system our region needs and deserves.

To do that we need to be transparent and have a culture of continuous improvement. This report offers a baseline for how we're doing at meeting our customers' expectations. It provides data for Fiscal Year (FY) 2022, which covers the period from July 2021 to June 2022. The data shows we have opportunities to improve to meet those expectations. As of June 2022, only 69 percent of our Metrobus and Metrorail customers were satisfied with their experience. Only 79 percent of Metrorail customer trips and 77 percent of Metrobus stops arrived on time, so our reliability must improve.

Over the past two months, we've refocused our attention on customer service. I've met customers at Meet Team Metro events and while riding our buses and trains, and I've heard firsthand about what we need to do to improve: operate frequent and reliable service; provide accurate, real-time information; and ensure our stations and vehicles are clean and safe. Advocating for our customers is one of my highest priorities because I'm a customer, too.

Our team is developing a comprehensive strategic transformation plan that turns customer input into clear priorities. However, we aren't waiting for the plan to be released to start making improvements. Below, I've highlighted several of the initial priorities we've identified based on feedback our customers have shared. Going forward, we'll be adjusting our performance reporting and measurement framework to double down on the things customers have communicated as their top concerns.




### Enhance real-time customer communications

Customers have made it clear that improved communication is key. We're developing new digital signage that displays real-time arrival information outside of our stations. Our Customer Service team has also extended its hours. Now you can call or message them on Twitter over the weekend from 8 a.m. - 8 p.m. These new hours let us help customers with real-time responses to their questions and concerns as they use the system.

We're also building a Metro integrated command and communications center that will consolidate bus, rail, and police control centers that are currently in different locations. This will create big improvements for operations, incident management, and customer communications.

## Expand the system to connect customers to the region's transportation network

Providing customers with more travel options and more frequent service delivers on our promise to the region. We recently re-opened five stations on the Orange Line after completing total rehabs that improved safety and our customers' experience. In the next few months, we'll open six new rail stations on the Silver Line, completing a 20-year goal to get rail service to Dulles Airport. We'll also open a new station at Potomac Yard on the Blue and Yellow lines. Staff are working with the Maryland Transit Authority to ensure the new Purple Line connects customers to Metrorail at Bethesda, Silver Spring, College Park, and New Carrollton stations.

## Deliver more frequent service

Customers have told us they want more 7000-series trains in service and more frequent trains. Since September 12, we're operating up to twenty 7000-series trains each day, up from eight during the summer. We are working with our partners at the Washington Metrorail Safety Commission to return all 7000-series trains to service. As the FY2022 report shows, the 7000-series trains are the most reliable of the fleet. They're nearly four times less likely to become disabled than older cars, reducing the risk of evacuation, which creates a hazard for slips, trips, and falls – the most common cause of customer injuries. We also know that removing the 7000-series trains from service severely reduced reliability for customers. On-time performance dropped to 79 percent for FY2022 from 91 percent in FY2021, when the full 7000-series fleet was operating.

On September 11, 2022, we made service adjustments to more than a dozen Metrobus routes, providing more for our customers with reliable schedules. In FY2022, 77 percent of customers arrived on time. Regularly reviewing schedules and calibrating them to reflect new traffic and ridership patterns will help us improve reliability for customers. We are also aggressively hiring bus operators to meet the full schedule of service we want to operate. Our Bus Network Redesign project kicks off in October and will create the bus system of the future for our region.

## Station cleanliness and improve customer service

Our rail and bus stations are the gateway to America's Transit System, so we're working to make them a clean and safe environment. We've recently kicked off Metro's Clean Sweep initiative. Teams are heading to every Metrorail station to deep clean, repaint, and update light fixtures, so customers can enjoy a safer and more comfortable experience. And we're working differently, deploying more Metro Transit Police Officers throughout the system and hiring customer service liaisons and crisis intervention specialists to engage with our customers and help when they may be in crisis.


## Upgrade the system to improve reliability and safety

This summer, we completed renovations at five Orange Line stations, wrapping up major improvements at 20 stations over four years. New safety features include slip-resistant tiles, digital displays, brighter LED canopy lighting, platform shelters equipped with charging ports, and lighted handrails on stairs. Stations also have new platform surveillance systems (CCTV) and operator-connected safety call buttons that provide direct contact between station managers and the operations control center.

Starting in September 2022, we're rehabilitating the Yellow Line tunnel and bridge structures. They date back to Metro's original construction and are nearing the end of their useful life expectancy, so it's important we ensure both structures will serve the region safely for years to come. This $400 million project includes 17+ miles of cabling, 6,000+ feet of standpipe, 3,000+ feet of grouting, crack repairs, 1,000+ steel plates, around 200,000 square feet of painting, bearing replacement, third rail insulators, and bridge track adjustments.

We continue to invest in replacing and rehabilitating our fleet of 616 escalators and 276 elevators, one of the largest in North America and a key feature making our system one of the most accessible in the nation. We have a multi-year contract in place to replace 130 escalators, with 25 completed and an additional 12 in progress. We're working on awarding a contract to replace 100 elevators. Because of this work, elevators were available 97.8 percent of Metro's operating hours in FY2022 and escalator availability was 92.9 percent.

## Address fare evasion

Customers regularly tell us that fare evasion is a major issue. We're reviewing our Metrorail faregate design to identify ways to make it more difficult for people to enter without paying. We're working with local jurisdictions to address the best way to conduct enforcement as a civil citation. We're also partnering with the DC government on a potential pilot for a low-income fare product that makes riding our system more affordable.

I hope you find this report valuable in tracking how Metro is performing for our customers and community, as it is Your Metro. The staff has the privilege of serving this incredible region and I look forward to seeing our performance grow to meet your expectations.

Randy Clarke
General Manager & CEO

# ABOUT

## ABOUT THIS REPORT

The Washington Metropolitan Area Transit Authority's (Metro) Performance Report highlights Metro's Fiscal Year (FY) 2022 performance on a suite of measures that look retrospectively at how well the agency is delivering its mission to provide safe, equitable, reliable, and cost-effective public transit. These measures follow industry standard and align to the safety performance measures established in the Federal Transit Administration's National Public Transportation Safety Plan. Metro updates performance targets for its measures on an annual basis, reflecting the priorities, investments, and improvements anticipated for the coming year. The report communicates performance results relative to these targets, shows performance trends over the prior three fiscal years, and identifies actions that staff are taking to continuously improve. Colored indicators throughout the report show each measure's FY results against target.

## ABOUT METRO

Metro is one of the largest transit organizations in the United States. Formed in 1967 under an interstate compact among the District of Columbia, the State of Maryland, and the Commonwealth of Virginia, the Metro service area is approximately 1,500 square miles, with a population of approximately four million people. Metro provides three core transit functions: Metrorail, Metrobus, and MetroAccess paratransit. Prior to the pandemic, average weekday passenger trips combined on all three modes totaled approximately one million.

# PERFORMANCE SUMMARY

**Across Fiscal Year 2022, Metro met 19 of its 28 performance targets.**

This report also shares insights on ridership and bus and rail crowding, two areas that Metro did not set targets for in FY22 due to pandemic unpredictability.

● Target met ● Near target ● Target missed

## SAFETY

- ● PART I CRIME
- ● RAIL CUSTOMER INJURY RATE
- ● BUS CUSTOMER INJURY RATE
- ● RAIL SYSTEM EMPLOYEE INJURY RATE
- ● BUS EMPLOYEE INJURY RATE
- ● ACCESS CUSTOMER INJURY RATE
- ● FATALITY RATE
- ● NTD BUS COLLISION RATE
- ● RAIL COLLISIONS
- ● DERAILMENTS
- ● SMOKE AND FIRE INCIDENTS
- ● RED SIGNAL OVERRUNS

## RELIABILITY

- ● RAIL CUSTOMER ON-TIME PERFORMANCE
- ● BUS ON-TIME PERFORMANCE
- ● ACCESS ON-TIME PICK-UP PERFORMANCE
- ● RAIL FLEET RELIABILITY
- ● BUS FLEET RELIABILITY
- ● METROACCESS FLEET RELIABILITY
- ● ELEVATOR AVAILABILITY
- ● ESCALATOR AVAILABILITY
- ● AVAILABLE TRACK
- ● BUS CUSTOMER SATISFACTION
- ● RAIL CUSTOMER SATISFACTION

## FINANCIAL RESPONSIBILITY

- ● FAREBOX RECOVERY RATIO
- ● OPERATING COST PER PASSENGER TRIP
- ● OPERATING COST PER SERVICE MILE
- ● OPERATING COST PER REVENUE HOUR
- ● VACANCY RATE

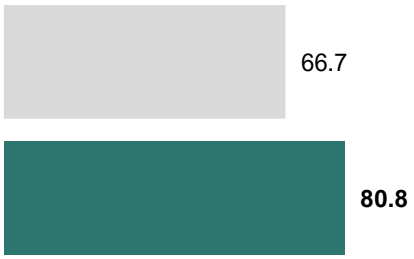
# RIDERSHIP
## TRENDS

Summary of FY22 ridership

# RIDERSHIP


**The total ridership of 142 million in FY22 was 35 percent above the forecast of 105 million, and a 75 percent increase from FY21.**

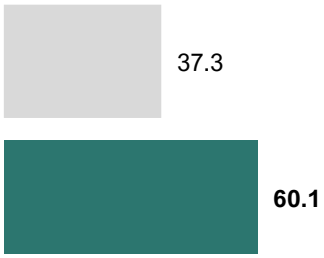
Metrobus ridership accounted for 57 percent of total ridership, exceeding Metrorail ridership by over 20 million riders. In the spring of 2022, Metrobus and Metrorail recorded the highest ridership Metro has seen since March 2020, the beginning of the pandemic. In June 2022, ridership reached 60 percent of pre-pandemic levels.




## Metrobus

In FY22 80.8 million passengers rode Metrobus, 21 percent over the forecast and 1.5 times the ridership in FY21. While ridership dropped in January due to the Omicron variant surge, May saw the highest bus ridership since the pandemic began with nearly 8 million passengers. Pre-pandemic ridership was around 10 million passengers per month.

Average weekday ridership in FY22 was 226,000 and average weekend ridership was 114,000, both a significant increase from FY21.




## Metrorail

In FY22, 60.1 million passengers rode Metrorail, 61 percent over the forecast and more than double the ridership in FY21. January and February saw the lowest ridership this fiscal year at 3.3 and 3.8 million trips respectively, coinciding with the Omicron variant surge. The highest ridership this fiscal year was in June, with 6.95 million trips, less than half of the pre-pandemic average (15.2 million trips per month).

Average weekday ridership in FY22 was 186,000 and average weekend ridership was 119,000, both more than double from FY21. The most significant increase was observed in Q4: Average weekday and weekend ridership grew to 239,400 and 154,300 respectively, up 46 percent and 55 percent over Q3.


## MetroAccess

In FY22, MetroAccess ridership was 1.3 million, three percent over the forecast and 23 percent more than this same period in FY21. January and February saw the lowest ridership this fiscal year at 81,000 and 97,000 passengers respectively. This was driven by the Omicron variant surge as well as inclement weather events during Q3. Ridership remained stable in the last four months of FY22, ranging between 110,000 and 116,000 passengers per month.

Average weekday ridership in FY22 was 4,000, slightly more than FY21.

Metro's **Ridership Data Portal** provides ridership data since 2010, including during the pandemic. Engage with the data through interactive dashboards using the Data Viewers (**Rail**, **Bus**, **Parking**)

# SAFETY
## PERFORMANCE

Overview of measures and targets
Summary of FY22 performance
Additional insights on performance

# SAFETY OVERVIEW OF MEASURES AND TARGETS

Safety is Metro's highest priority. Metro reports on injuries and safety events that meet reporting criteria established by the Federal Transit Administration and the Department of Labor's Occupational Safety and Health Administration, as well as Part I crimes reported to the Federal Bureau of Investigation. Metro aims to have zero injuries, fatalities, and safety events. The FY22 targets put the agency on a realistic glidepath towards achieving this vision.

- Crime and customer injury measures are scaled to ridership. Both measures aimed to improve over FY21 performance; targets were set for aggressive reductions in Rail safety events, including fires, derailments, collisions, and red signal overruns.
- As the region returned to work in offices and in-person school, traffic increased along with the risk of bus collisions. Maintaining the performance levels achieved over the past 24 months has been a challenge. Lower traffic during the pandemic resulted in a 20-30 percent decrease in the collision rate compared to pre-pandemic averages.

| FY22 Measure | Measured as | Goal | FY22 Target-setting Methodology | Baseline | FY22 Target |
|---|---|---|---|---|---|
| Crime Rate | # per million riders | ↓ | 5% improvement over baseline | FY21 | 8.0 |
| Customer Injury Rate | # per million riders | ↓ | 15% improvement over baseline | FY21 | 2.5 |
| Rail Customer Injury Rate | # per million riders | ↓ | 15% improvement | FY21 | 2.5 |
| Bus Customer Injury Rate | # per million riders | ↓ | 15% improvement | FY21 | 2.5 |
| MetroAccess Customer Injury Rate | # per 100,000 riders | ↓ | 15% improvement | FY21 | 2.2 |
| Employee Injury Rate | # per 100 employees | ↓ | Maintain baseline | 24m avg | 5.4 |
| Fatalities | # of fatalities | ↓ | No fatalities | N/A | 0 |
| Rail Employee Rate | # per 100 employees | ↓ | Maintain baseline | 24m avg | 3.0 |
| Bus Employee Rate | # per 100 employees | ↓ | Maintain baseline | 24m avg | 10.2 |
| NTD Bus Collision Rate | # per million miles | ↓ | Maintain baseline | 24m avg | 3.4 |
| Rail Collisions | # of collisions | ↓ | 14% improvement over baseline | 24m avg | 6 |
| Derailments | # of incidents | ↓ | 25% improvement over baseline | 24m avg | 4 |
| Smoke and Fire Incidents | # of incidents | ↓ | 18% improvement over baseline | 24m avg | 42 |
| Red Signal Overruns | # of incidents | ↓ | 50% improvement over baseline | 24m avg | 5 |

**Agency Safety Plan**
Mode-level safety performance targets are established as part of the Agency Safety Plan (ASP). The table shows FY22 performance against target for this set of measures.

**RATES** (per 10 million vehicle revenue miles)

| FY22 TARGET | fatalities | injuries | safety events |
|---|---|---|---|
| **Metrorail** | 0 | 21.2 | 10.6 |
| **Metrobus** | 0 | 60.2 | 64.7 |
| **MetroAccess** | 0 | 8.2 | 8 |

**COUNTS**

| fatalities | injuries | safety events |
|---|---|---|
| 0 | 162 | 48 |
| 0 | 180 | 130 |
| 0 | 27 | 9 |

| FY22 ACTUAL blue if target met | fatalities | injuries | safety events |
|---|---|---|---|
| **Metrorail** | 0.2 | 30.1 | 19.8 |
| **Metrobus** | 0.8 | 55.5 | 52.0 |
| **MetroAccess** | 0 | 13.0 | 20.2 |

| fatalities | injuries | safety events |
|---|---|---|
| 1 | 160 | 105 |
| 3 | 206 | 193 |
| 0 | 25 | 39 |

# SAFETY SUMMARY OF FYTD PERFORMANCE

**HOW TO READ THIS PAGE**

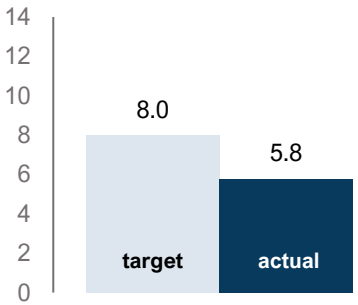
**STOPLIGHT LEGEND**

- Target met
- Near target
- Target missed
- No target

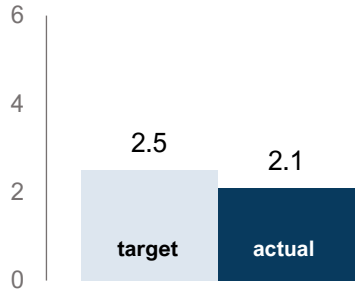
**BAR CHART LEGEND AND PERFORMANCE GOAL**


Performance below target favorable for all measures

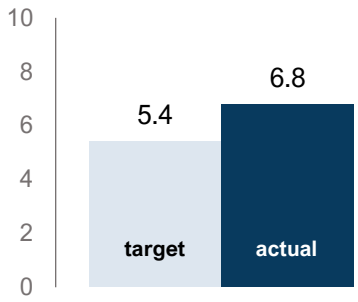
## Part I Crime Rate
per 1,000,000 riders



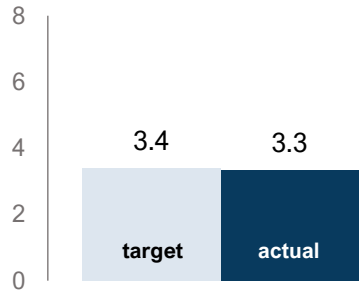

## Customer Injury Rate
per 1,000,000 riders



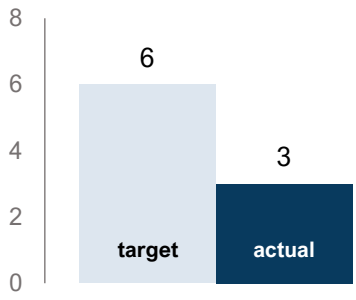

## Employee Injury Rate
Per 100 employees



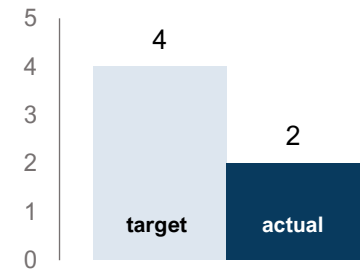

## NTD Bus Collisions
per million miles



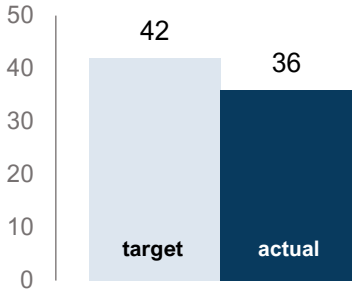

## Rail Collisions
total count



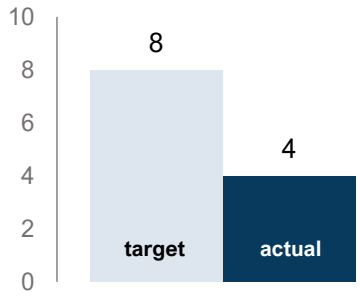

## Derailments
total count

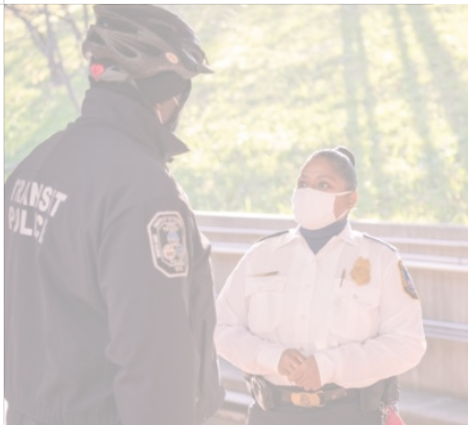



## Fire Incidents
total count




## Red Signal Overruns
total count



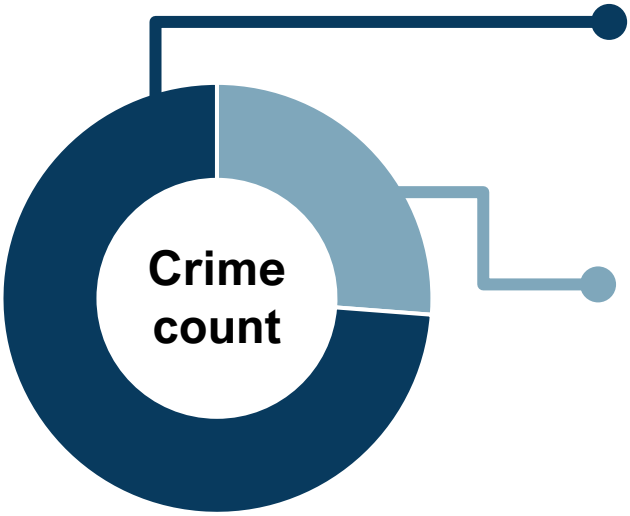



# CRIME RATE

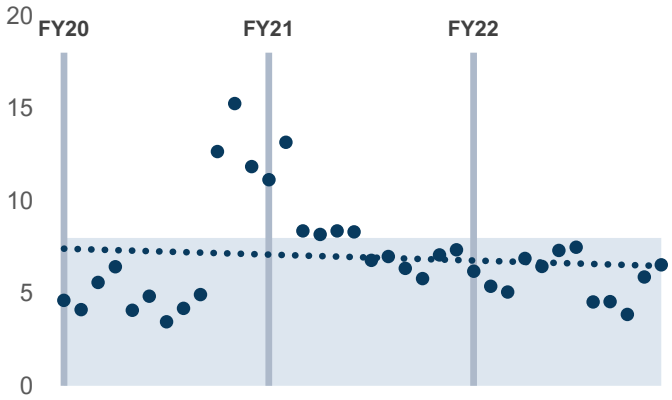
**Part 1 Crime Rate** | **5.8** crimes per million riders (824 Part I Crimes)
FY target | ≤ 8.0 Part I crimes per million riders

**The FY22 Part 1 Crime Rate decreased 27 percent compared to last fiscal year and performed better than target, with 5.8 crimes per million trips in FY22 compared to 7.9 in FY21.**

While there were over 142 million more passenger trips in FY22 as compared to FY21, there were only 178 more Part I crimes – 824 vs. 646 in FY21. Roughly 75 percent of crimes occurred on Metrorail in FY22.




**Part I Crime Rate**
**FY20-FY22 TREND**
goal ≤ target of 8.0




**Crimes Against Property**: 74% of crimes

There were an average of 51 crimes against property per month across the system in FY22, which includes theft, arson, robbery, auto theft, and burglary. The rate for crimes against properties has returned to pre-pandemic levels. Most of these crimes occurred on Metrorail.

**Crimes Against Persons:** 26% of crimes

There were an average of 18 crimes against persons per month across the system in FY22, which would include homicide, rape, and aggravated assault. The rate of crimes against persons remains elevated compared to pre-pandemic time frames. Most of these crimes occurred on Metrorail.

**Key actions to sustain performance**

- Deploy the MTPD Special Response Team throughout the Metro system to deter crime and decrease the response time to an active incident
- Utilizing data analysis, strategically increase officer presence at designated stations and on buses to provide a high-visibility police presence to reassure riders and deter crime
- Introduce QR codes that riders can scan to call the MTPD tip line and automatically add it to their contacts list
- Enhance the Community Services Bureau's abilities to work with schools, neighborhood groups and mental health advocates
- Build partnerships with organizations to help people experiencing homelessness and mental health crises
- Coordinate with our internal and external partners and communities to implement problem-oriented policing strategies at all levels of the department to proactively address matters that may lead to crime or disorder

# CUSTOMER INJURY RATE

## Metrorail Customer Injury Rate | 2.0 per million riders

FY target | ≤ 2.5 per million riders

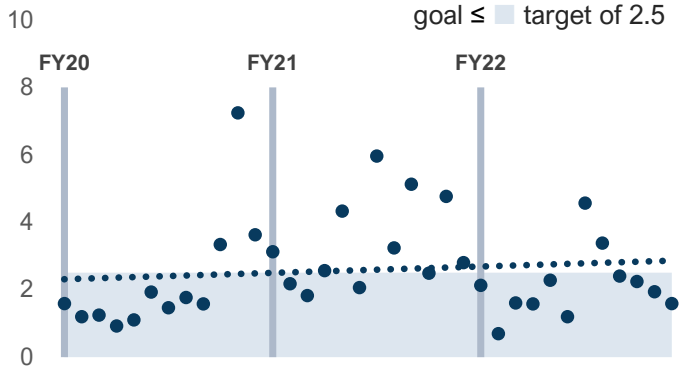
**There were 123 Metrorail customer injuries in FY22, resulting in a rate of 2.0 per million riders and meeting target of no more than 2.5 per million riders. This is a 23 percent improvement over FY21, when there were 3.4 injuries per million passengers.**

In FY22, 89 percent of Metrorail customer injuries were slips, trips, or falls. The top identified factors for slips, trips, and falls were intoxication and wet surfaces with 9 and 8 injuries, respectively, followed by inattention/distraction, with four injuries, and then boarding/alighting, walking on moving escalator, and train motion with 3 each. Wet surface causal factors were primarily experienced in the winter months (January and February). Stations with the most injuries were L'Enfant Plaza (6); Anacostia and Metro Center (5 each); and Columbia Heights, Gallery Place, Shaw-Howard, and Foggy Bottom (4 each).

### Key actions to sustain performance

- Conducted peer research to understand other agency strategies for mitigating slips, trips, and falls on escalators
- Continue station modernization improvements to reduce hazards that result in slip/trip/fall injuries

**Metrorail Customer Injury Rate**
**FY20-FY22 TREND**
goal ≤ target of 2.5




## Metrobus Customer Injury Rate | 1.9 injuries per million riders

FY target | ≤ 2.5 per million riders

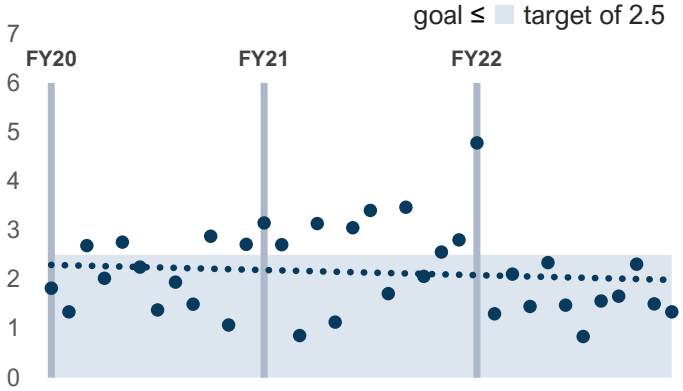
**There were 152 Metrobus customer injuries in FY22, resulting in a rate of 1.9 per million riders and meeting target of no more than 2.5 per million. This represents a 25 percent improvement over FY21.**

About half (73 injuries) were collision-related, 45 percent (69 injuries) were due to slips/trips/falls, and seven percent (10 injuries) were due to other causes. Two thirds of the collision-related injuries were due to non-preventable collisions. Slips, trips, and falls were mostly due to bus movement and hard braking.

### Key actions to sustain performance

- Continue performing quarterly analysis of collision data to identify trends, dangerous locations, and possible areas for driver coaching to prevent future collisions
- Advance procurement of collision avoidance technologies, such as Blind Spot Warnings and object detection, which assist in lowering the number of collisions and onboard falls while the bus is in motion

**Metrobus Customer Injury Rate**
**FY20-FY22 TREND**
goal ≤ target of 2.5



# CUSTOMER INJURY RATE

**MetroAccess Customer Injury Rate** | 1.8 per 100,000 riders
FY target | ≤ 2.2 per 100,000 riders

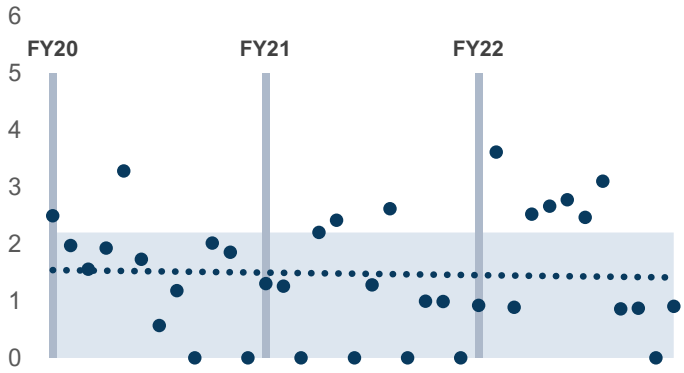
**There were 23 injuries among MetroAccess customers in FY22, resulting in a rate of 1.76 per 100,000 riders and meeting target of no more than 2.2 per 100,000.**

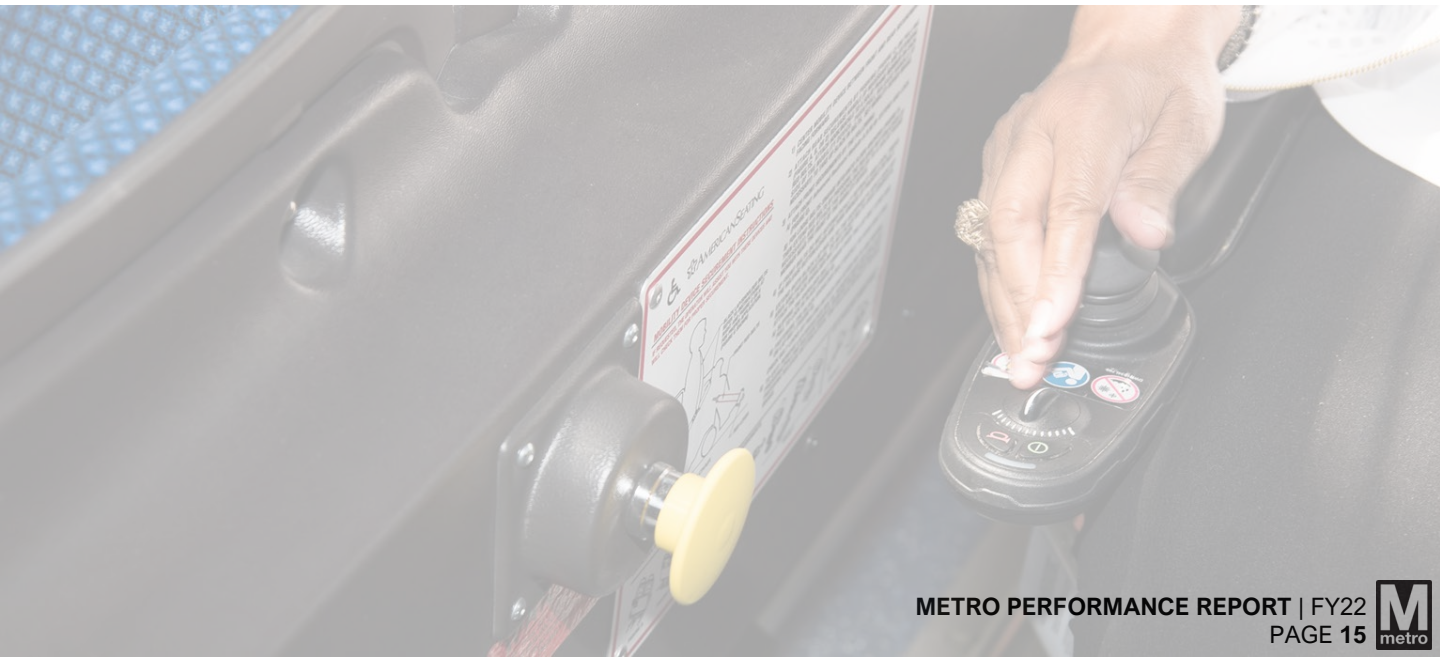
Almost 60 percent (13) of the 23 injuries were sustained during non-preventable collisions; two injuries occurred as a result of a preventable collision. Seven injuries occurred when customers were boarding or alighting from the vehicles, and one occurred when a customer fell out of their seat while the vehicle was in motion. Four injuries (17 percent) involved the use of a mobility device such as the van lift or wheelchair.

### Key actions to improve performance

- Continue to engage an Occupational Therapist to address assistance-related injuries. Strengthen and standardize operator wheelchair/scooter securement training and certification
- Update DriveCam units, adding behavioral recognition and alerting capability. This alerts vehicle operators to unsafe or potentially unsafe behaviors at the time of detection
- Implement revised Local Safety Committee process with contractors that is more fully aligned with Metro policy in order to more proactively identify and address risks
- Continue tactical safety messaging campaign aimed at passenger assistance and related injuries, which began in Q3 and resulted in a reduction in customer injuries in Q4
- Concluding psychological safety campaign, developing next safety campaign

**MetroAccess Customer Injury Rate**
**FY20-FY22 TREND**
goal ≤ target of 2.2



# EMPLOYEE INJURY RATE

## Rail System Employee Injury Rate | 3.5 per 100 employees

FY target | ≤ 3.0 per 100 employees

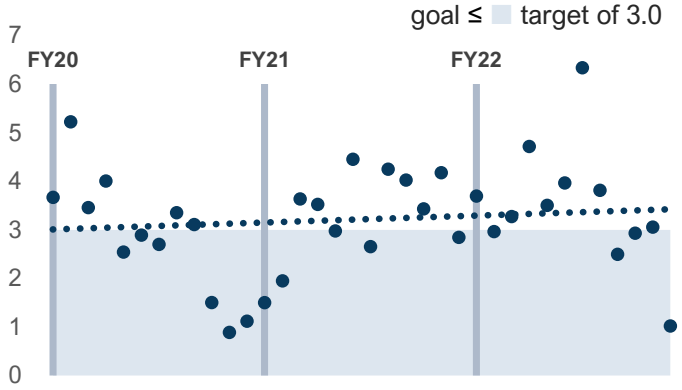
**There were 195 rail system employees injured during FY22, resulting in a rate of 3.5 injuries per 100 employees and missing target.**

Stress/Assault injuries were the most frequent, accounting for twenty-seven percent of injuries this fiscal year (54 total) and increasing by over fifty percent compared to last fiscal year. These injuries occur when staff are threatened or assaulted by passengers, witness adjacent violence, or experience passenger deaths or near misses. Injuries due to slips, trips, and falls were the second most frequent (42), with most occurring due to inattention and several related to wet surfaces. There were fewer slips, trips and falls relative to last year.

### Key actions to improve performance

- Continue de-escalation training to reduce Station Manager assaults. All Station Managers have been trained and Supervisors are taking the course
- Conduct safety campaigns to review incidents and in reinforce proper procedures
- Conduct two-month safety sprints to reinforce risk identification, reporting and mitigation

**Rail System Employee Injury Rate**
**FY20-FY22 TREND**
goal ≤ target of 3.0




## Bus Employee Injury Rate | 13.7 per 100 employees

FY target | ≤ 10.2 per 100 employees

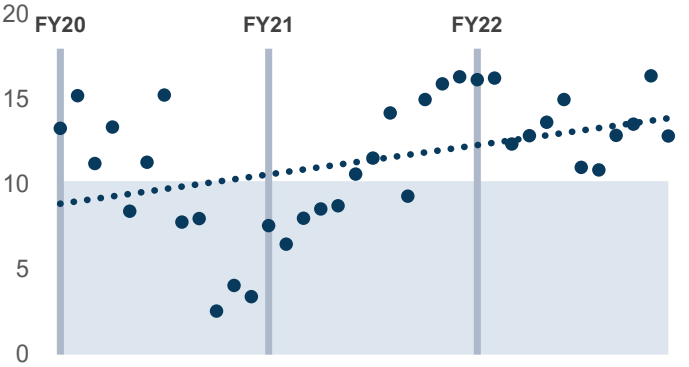
**There were 491 Metrobus employees injured in FY22, resulting in a rate of 13.7 injuries per 100 employees, missing the target.**

The two most common types of injuries in FY22 were Stress/Assault (167) and collision-related (127), compared to 93 injuries and 95 injuries respectively in FY21. There were almost double the number of stress/assault claims in FY22 than in FY21. Similar to rail employees, these injuries occur when staff are threatened or assaulted by passengers, witness adjacent violence, or experience passenger deaths or near misses. The third most common type of employee injury is slips/trips/falls, with 68 injuries in FY22 compared to 65 injuries in FY21.

### Key actions to improve performance

- Beginning Spring 2022, conduct a public awareness campaign to reduce employee assaults, while continuing de-escalation training for public-facing employees
- Restart a ride-along program that was paused during the pandemic where supervisors ride Metrobuses to assess driver behavior and provide refresher coaching on safe, defensive driving to prevent collisions
- Launch a new mobile app for employees to easily report safety issues such as tripping hazards, aiming to improve response time

**Bus Employee Injury Rate**
**FY20-FY22 TREND**
goal ≤ target of 10.2



# BUS COLLISION RATE

**National Transit Database (NTD) Bus Collision Rate** | 3.3 per million miles
FY target | ≤ 3.4 per million miles

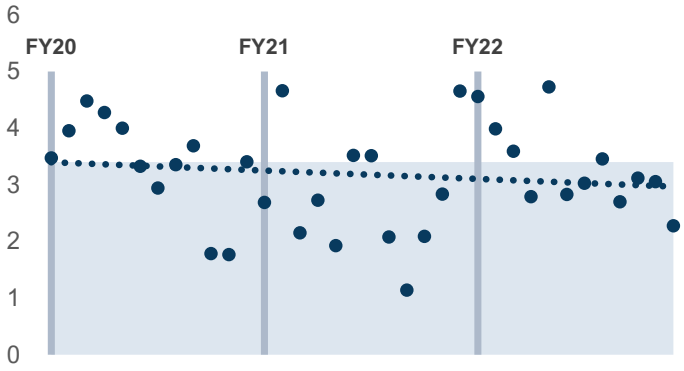
**In FY22 Metrobus experienced a rate of 3.3 collisions that met NTD criteria* per million miles, better than target but worse than the FY21 rate of 2.8 collisions per million miles.**

There were 151 collisions that met NTD criteria in FY22. Two-thirds were non-preventable, about the same proportion as FY21. Traffic is a key risk factor for collisions and has rebounded to over 90 percent of pre-pandemic levels in the Metrobus service region. In FY22, NTD-reportable collisions usually occurred in intersections (32), when buses were rear-ended (24), when buses were hit while stopped (24), or when one vehicle sideswiped another (23). Additionally, there have been 16 collisions involving a pedestrian or cyclist.

**Key actions to improve performance**

- After a long pause during the pandemic, Metro has begun hiring new operators again. Following completion of the ten-week initial training period, Metro provides ongoing coaching to new operators, including matching them with experienced operators to ride along and advise on safe driving behaviors
- Continue to perform quarterly analysis of collision data to identify trends, dangerous locations, and possible areas for driver coaching to prevent future collisions
- Restart a ride-along program for all operators that was paused during the pandemic where supervisors ride Metrobuses to assess driver behavior and provide refresher coaching on safe, defensive driving to prevent collisions

**NTD Bus Collision Rate**
**FY20-FY22 TREND**
goal ≤ target of 3.4




*Note: Metrobus tracks and reports collisions that meet certain criteria to the National Transit Database (NTD). These criteria include: customer or employee injuries that require immediate medical attention away from the scene, towaway of any vehicles involved, or combined property damage greater than $25,000. Collisions that meet NTD criteria are a subset of all collisions, representing about seven percent.

# RAIL COLLISIONS & DERAILMENTS

## Rail Collisions | 3 collisions

FY target | ≤ 6 collisions

**There were three NTD-reportable rail collisions in FY22.**

Rail collisions can occur on the mainline or in yards, and cover instances when any train or work vehicle makes contact with another vehicle or object. In FY22, two collisions occurred in November, one when a non-revenue train contacted a bump post in a rail yard and the other when a work vehicle's operating arm struck a rail signal. The third collision occurred in May when two work vehicles collided on the mainline as crews were preparing the area for trackwork. Communication issues and other human errors contributed to this event.

**Rail Collisions**
**FY20-FY22 TREND**
FY goal ≤ target of .5 per month average

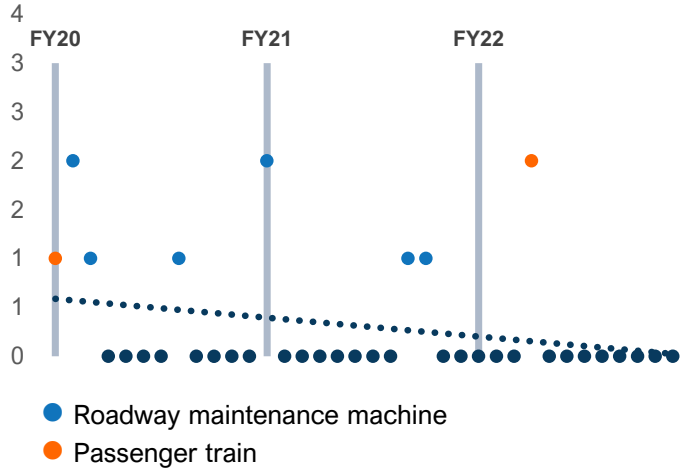

## Derailments | 2 derailments

FY target | ≤ 4 derailments

**There were two derailments in FY22, both in October.**

On October 1, 2021, a work vehicle used to remove crossties derailed while completing overnight maintenance work, with no impact to customers. On October 12, 2021, a passenger train derailed on the mainline at the Arlington National Cemetery station due to a wheel alignment issue, an event that led to the removal of all 7000-series trains from service. Staff continue to work with outside experts and oversight agencies to identify and address the root cause of the safety issue and return 7000-series trains to service.

**Derailments**
**FY20-FY22 TREND**
FYTD goal ≤ target of 3




# RAIL INCIDENTS

## Smoke and Fire Incidents | 36 incidents

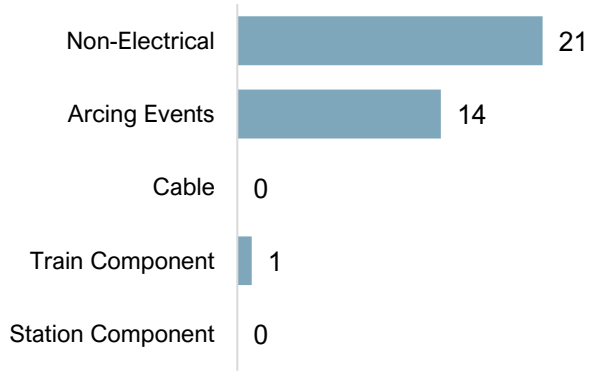
FY target | ≤ 42 incidents

**There were 36 NTD-reportable fires during FY22, meeting target and one more incident than FY21.**

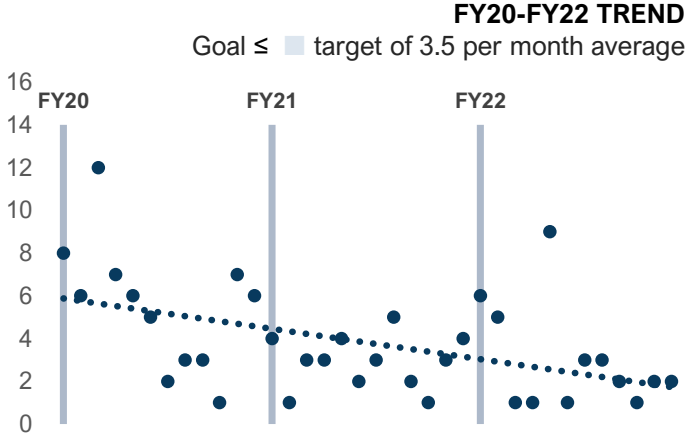
Fifty-eight percent of fires were non-electrical (e.g., debris-related), and there was a 30 percent increase in these types of fires relative to last fiscal year (21 compared to 16). This is likely related to the increase in ridership; before the pandemic, there were on average nine to 10 non-electrical fires a quarter, dropping to around four during the pandemic. As ridership has begun to return, there have been about five non-electrical fires per quarter this year.

There have been 14 insulator/track component fires this fiscal year, three more than last year. Water, brake dust, and debris are the main contributors to insulator/track component fires. Metro replaces insulators in trouble areas every two years and regularly cleans track beds – the next two-year cycle will begin in November 2022, and the locations have been expanded to include additional trouble areas on the upper Red Line.

**Fire Incidents**
**FY22 INCIDENTS BY TYPE**




**Fire Incidents**
**FY20-FY22 TREND**



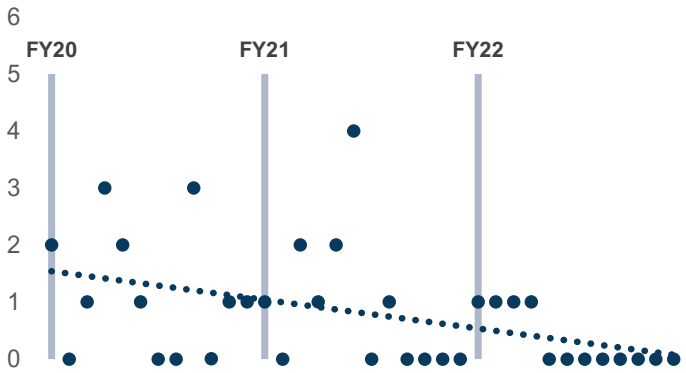

## Red Signal Overruns | 4 incidents

FY target | ≤ 8 incidents

**Rail vehicles overran a red signal four times in FY22, better than target and seven fewer compared to FY21. No red signal overruns occurred in the last seven months of FY22.**

Of the four Red Signal Overrun events in FY22, two were committed by non-revenue trains, one by a revenue train, and one by a work vehicle. Three overruns occurred on the mainline and one occurred in a railyard. Human factors were among the root causes of these incidents, including lack of situational awareness, not verifying correct alignments, failure to adhere to established rules/procedures, fatigue, and initiating Stop and Proceed Mode without contacting the Rail Operations Control Center. In response to these events, staff were trained on important safety mitigation procedures. Managers also increased the frequencies of the operator reviews conducted to ensure operators are following procedures.

**Red Signal Overruns**
**FY20-FY22 TREND**



# RELIABILITY
## PERFORMANCE

Overview of measures and targets
Summary of FY22 performance
Additional insights on performance

# RELIABILITY OVERVIEW OF MEASURES AND TARGETS

Reliable service is a key aspect of a positive customer experience. Metro tracks the reliability of its Rail, Bus and Access service by measuring on-time performance (OTP), the failure rate of its almost 3,500 vehicles, the availability of its 276 elevators and 616 escalators, the availability of its 118 miles of track, crowding on its vehicles, and overall customer satisfaction. These are standard measures across the industry. The vehicle failure rate (mean distance between failure) is a required measure by the Federal Transit Administration because it expresses the relationship between safety and asset condition.

For all but two reliability measures, the aim is to improve over baseline performance:

- The MetroAccess On-Time Pickup Performance target was kept at 90 percent to accommodate expected return to shared rides—suspended during the majority of FY21 due to the pandemic—an increase in traffic, and an increase in demand.
- Due to rehabilitations and replacements planned for FY22, elevator and escalator availability targets were kept at their three-year baseline and further adjusted based on the estimated impacts of this capital work.

| FY22 Measure | Measured as | Goal | FY22 Target-setting Methodology | Baseline | FY22 Target |
|---|---|---|---|---|---|
| Rail Customer OTP | % of customers on time | ↑ | 1%-point over baseline | 2yr avg | **92%** |
| Bus OTP | % of buses on time | ↑ | 1%-point over baseline | 2yr avg | **77%** |
| MetroAccess pick-up OTP | % of vans on time | ↑ | Maintain baseline | pre-pandemic 3yr avg | **90%** |
| Rail Fleet Reliability | mean distance between failure | ↑ | 5% over baseline | 3yr avg | **22,000** |
| Bus Fleet Reliability | mean distance between failure | ↑ | 5% over baseline | 3yr avg | **7,800** |
| MetroAccess Fleet Reliability | mean distance between failure | ↑ | 5% over baseline | current target | **21,000** |
| Elevator Availability | % available | ↑ | Baseline + capital plans | 3yr avg | **96.8%** |
| Escalator Availability | % available | ↑ | Baseline + capital plans | 3yr avg | **92.6%** |
| Available Track | % unavailable | ↓ | FTA requirement | N/A | **5.6%** |
| Metrobus Crowding | % rider time in crowded conditions | ↓ | No target | N/A | no target |
| Metrorail Crowding | % rider time in crowded conditions | ↓ | No target | N/A | no target |
| Bus Customer Satisfaction | customer survey last trip rating | ↑ | 3%-points over baseline | pre-pandemic avg | **80%** |
| Rail Customer Satisfaction | customer survey last trip rating | ↑ | 2%-points over baseline | pre-pandemic avg | **84%** |

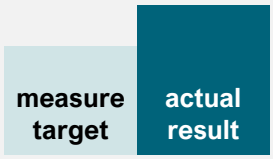
# RELIABILITY SUMMARY OF FYTD PERFORMANCE

**HOW TO READ THIS PAGE**

**STOPLIGHT LEGEND**

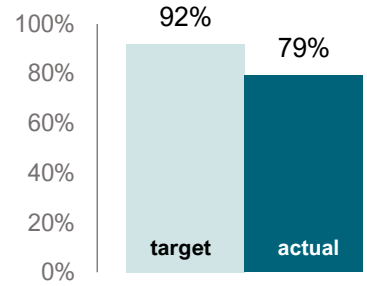
- Target met
- Near target
- Target missed
- No target

**BAR CHART LEGEND AND PERFORMANCE GOAL**

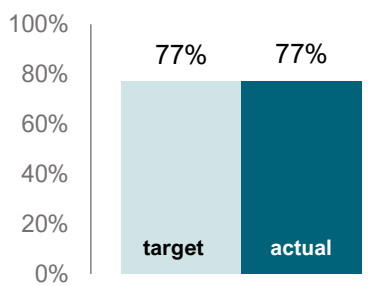



Performance above target favorable for all measures except for Available Track

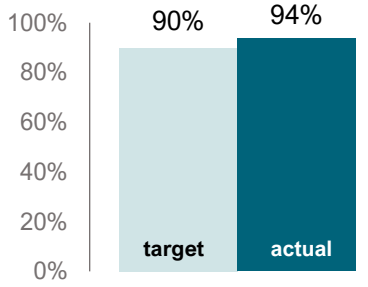
## MyTripTime
Rail On-Time Performance



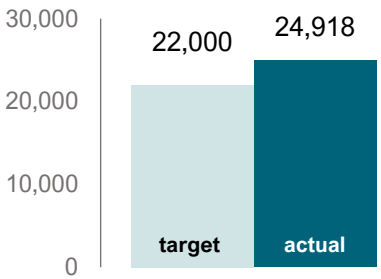

## Metrobus
On-Time Performance



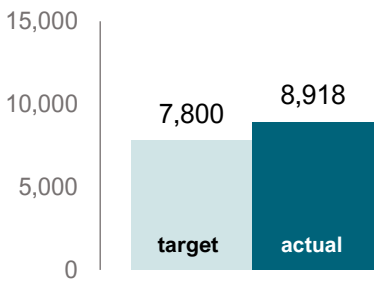

## MetroAccess
On-Time Pick-up Performance



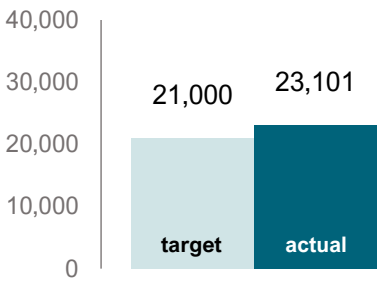

## Rail Fleet Reliability



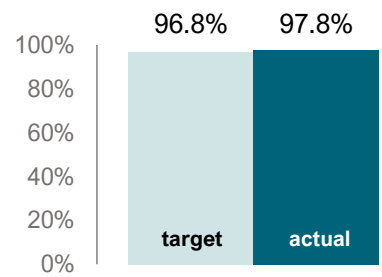

## Bus Fleet Reliability



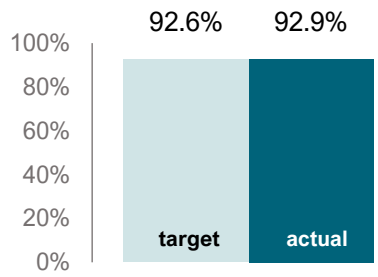

## MetroAccess Fleet Reliability



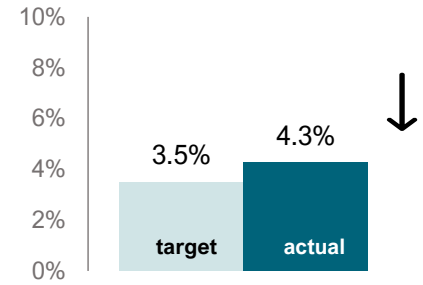

## Elevator Availability




## Escalator Availability




## Available Track



# METRORAIL ON-TIME PERFORMANCE (MYTRIPTIME)

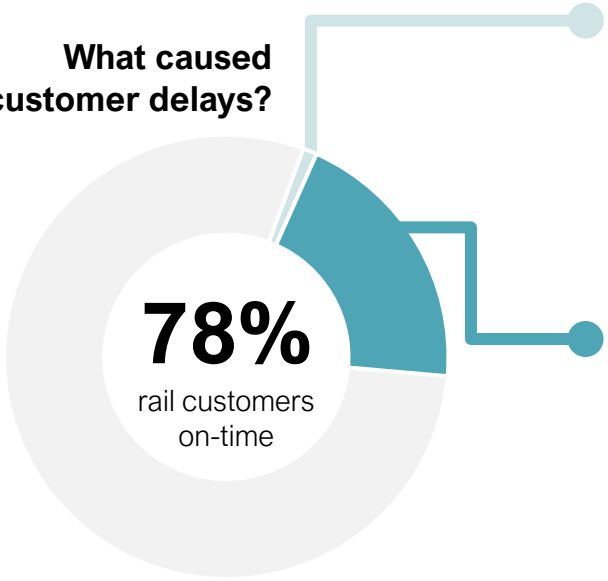
## **Metrorail Customer On-Time Performance** | 79% of customer trips on time

FY target | ≥ 92% on-time

**In FY22, Metrorail customers completed 79 percent of their trips on-time, missing target of 92 percent.**

Rail on-time performance (OTP) saw a deep decrease following the derailment on October 12, 2021, when all 7000-series trains were removed from service and train frequencies were cut in half, doubling wait times. While customers were encouraged to use real-time arrival information to minimize their waits, many trips still took longer to complete than before the derailment, resulting in lower overall OTP. The lowest performance in FY22 was in November, the first full month after the suspension of 7000-series trains—and then January, when winter weather events caused additional challenges. Metro increased service frequency on all lines in February, which helped improve performance. Rail OTP before the derailment was 91.5 percent, just shy of target.

### What caused customer delays?



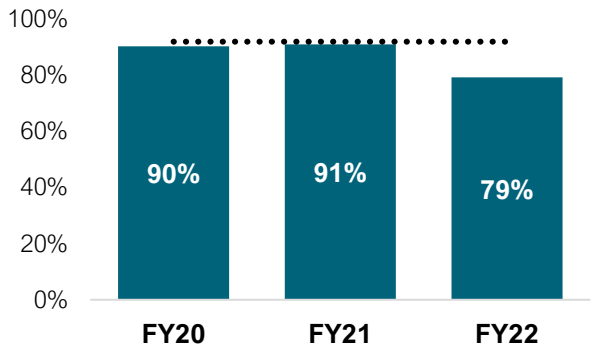

**Planned delays** lowered OTP by about 1.0 percentage point, about the same impact compared to FY21

- Planned track work included the summer Platform Improvement Project on Green and Yellow Lines between West Hyattsville and Greenbelt, two capital projects on the Red Line that upgraded the tunnel ventilation system and repaired platform canopies, and one Platform Improvement Project on the Orange Line between New Carrollton and Minnesota Avenue

**Unplanned delays** lowered OTP by about 20 percentage points, about 2.6 times the impact compared to FY21

- Service levels were cut in half in mid-October due to limited railcar availability following a safety-critical failure that removed the 7000-series fleet from service
- Other drivers for unplanned delays include railcar breakdowns (older railcars break down about three times more frequently than 7000-series cars), customer or workforce incidents (e.g., sick customers, injured employees), and Metro Transit Police responses to safety events

**Metrorail Customer On-Time Performance**
**FY THREE-YEAR TREND**
goal ≥ target of 92%




### Key actions to improve performance

- Continue safety-critical repairs to 6000-series couplers and return more cars to service. To date, 73 percent of 6000-series cars have been returned to service
- To facilitate the return of more 7000-series cars to service, continue regular manual inspection of returned cars and testing of new technology that will automatically measure wheelsets on the mainline. Continue investigating root causes of the issue
- Adjust running times to improve schedule adherence, and continue to monitor on-time terminal departures
- Continue to make critical repairs to rail infrastructure, ensuring it remains in a state of good repair

# METROBUS ON-TIME PERFORMANCE

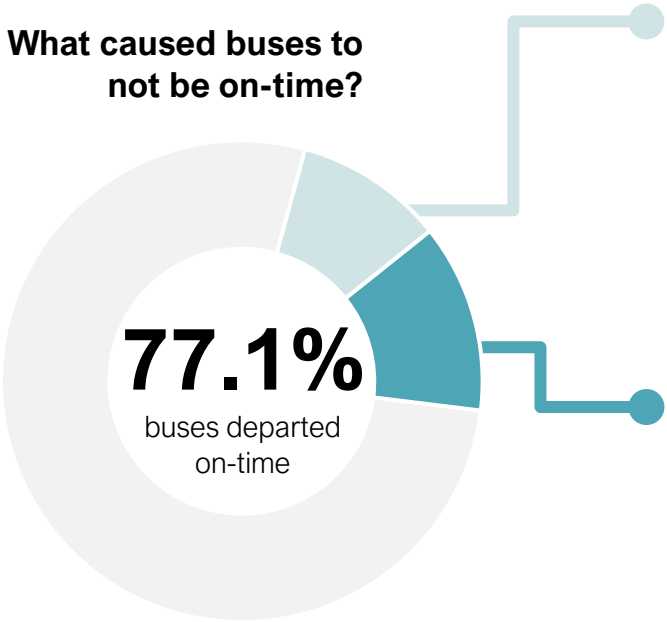
## **Metrobus On-Time Performance** | 77% of buses on time

FY target | ≥ 77% on-time

**Throughout FY22, 77 percent of buses were on-time, meeting target.**

On-time performance remained consistently around 77 percent throughout FY22 with one exception: in January 2022, operator absences due to the Omicron surge prompted Metro to quickly move to a Saturday schedule during the week, which prevented accurate measurement of on-time performance. Traffic began to increase in the region at the beginning of FY22 after dropping during the pandemic, which meant that buses shifted from being early more often (due to less traffic in the early pandemic) to being late more often.

### What caused buses to not be on-time?



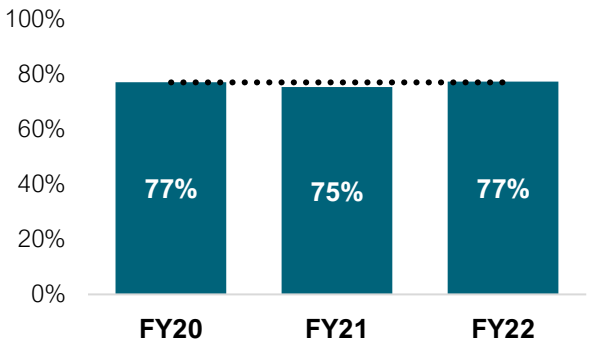

**Early departures** lowered OTP by 10.0 percentage points in FY22

- **Traffic patterns in urban and suburban environments affect on-time performance.** Bus routes that operate in Virginia were more likely to run early due to lower population density and therefore less vehicular traffic than the rest of Metro's service area. Additionally, throughout the region buses are more likely to be early in the early morning due to less traffic and lower ridership

**Late departures** lowered OTP by 12.7 percentage points in FY22

- **Staff shortages caused missed trips.** Metro was unable to provide the weekday scheduled service during January 2022 due to the Omicron wave. Once that peak of staff shortages passed, fewer trips were missed in the Spring
- **Traffic is a key driver of late buses.** Buses are most likely to run late in the District of Columbia due to higher traffic volumes and higher ridership (the more people who enter and exit a bus, the longer the dwell times at bus stops). Time of day also has an impact: late departures are highest in the PM peak when traffic is heaviest every day, and especially Fridays and Saturdays

**Metrobus On-Time Performance**
**FY THREE-YEAR TREND**
goal ≥ target of 77%




*Note: Due to data collection errors, data from 9/6/2021, 3/3/2022, and 5/30/2022 are excluded from this report. Data from 1/1/2022 – 2/6/2022 are also excluded due to the issues during the Omicron wave described above

**Key actions to sustain performance in FY22**

- Adjust running times more frequently. In FY22, Metro adjusted bus schedules four times, more than usual for Metro and more than the industry standard. These changes calibrated schedules to new traffic and ridership patterns created by the pandemic
- Strategically cut trips in response to operator shortages to minimize impact. COVID created unprecedented staffing challenges that resulted in missed trips, which customers experience as long wait times between buses. If trips must be cut, Metro works to spread the missed trips among routes so that each route only has one or two missed trips a day.

# METROACCESS ON-TIME PICKUP PERFORMANCE

## **MetroAccess On-Time Pick-Up Performance** | 94% of pick-ups on time

FY target | ≥ 90% on-time

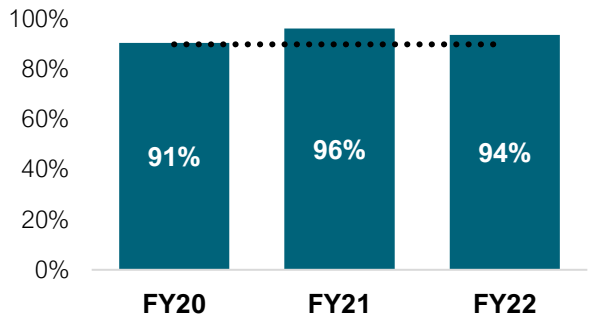
**In FY22, 94 percent of MetroAccess trips were on-time, exceeding the target of 90 percent.**

Less traffic and reduced ridership (56 percent of pre-pandemic demand), coupled with ample vehicle resources given current levels of service demand, have led to strong on-time pick-up performance.

### Key actions to sustain performance

- Continue improving the accuracy of length-of-trip estimates by basing them on the fixed-route equivalent, creating better schedules
- Continue to partner with the Operations Control Center contractor to proactively identify vehicles with increasing dwell times to prevent cascading delays and support vehicle arrival at the start of a customer's pick-up window, which promotes improved on-time pick-up performance
- Continue to dynamically adjust the system's scheduling parameters and leverage available taxi and alternative resources when trips are projected late throughout the day

**On-Time Pick-up Performance**
**FY THREE-YEAR TREND**
goal ≥ target of 90%

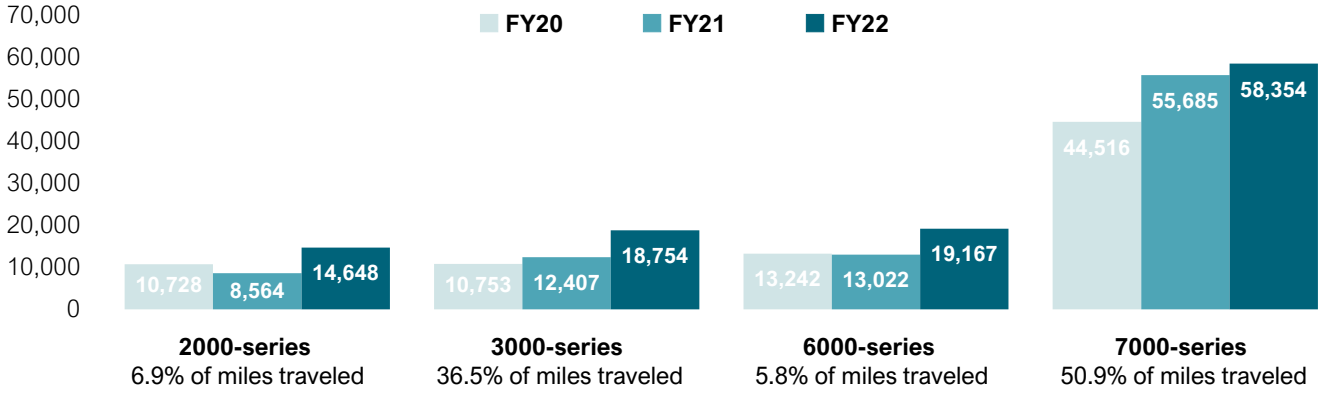



# RAIL FLEET RELIABILITY

**Rail Fleet Reliability** | 24,918 miles between failure
FY target | ≥ 22,000

**Railcar reliability exceeded target for FY22 thanks to strong performance during the first three months of the fiscal year when the 7000-series railcars were in service, and to improved performance of the legacy fleet compared to prior fiscal years.**

Reliability fell below target after the 7000-series were removed from service in mid-October due to a railcar safety issue that led to a derailment. Metro's oldest 2000- and 3000-series railcars provided the bulk of service for the rest of the fiscal year. Although the overall reliability of the older fleet falls below the target of 22,000 miles between failure, these railcars delivered their best performance in decades thanks to stronger inspection and maintenance practices and engineering programs to address failure-prone components.



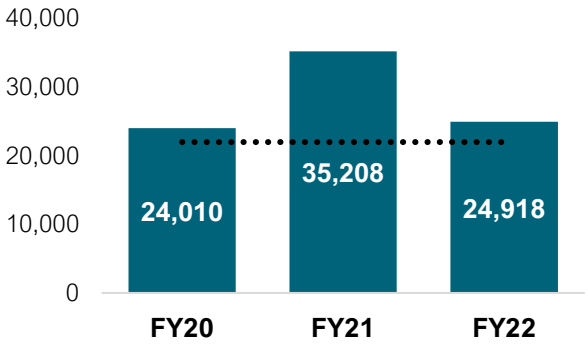

On October 18, 2021, the 7000-series railcars were removed from service due to a critical safety issue that led to a derailed train. Prior to the derailment, the 7000-series railcars accounted for 90 percent of miles traveled. In mid-June, up to eight 7000-series trains began operating on the Green and Yellow lines. As a result, the 7000-series railcars accounted for two percent of miles traveled during Q4, up from no miles in Q3. The 7000-series are less prone to brake, door, propulsion and other failures that more commonly occur in the legacy fleet.

In November 2020 following a train separation safety incident, all 6000-series cars were removed from service to fully investigate the underlying factors and root causes. The 6000-series fleet are being gradually returned to passenger service after couplers are inspected and defects repaired, with 128 of the fleet of 184 placed in service by the end of June 2022.

### Key actions to sustain performance

- To facilitate the return of more 7000-series cars to service, continue regular manual inspection of returned cars and testing of new technology that will automatically measure wheelsets on the mainline. Continue investigating the root causes of the issue
- Continue safety-critical repairs to 6000-series couplers and return more cars to service. To date, 73 percent of 6000-series cars have been returned to service
- Continue using reliability analysis and frequent inspections to ensure engineers prioritize problems causing the largest impacts
- Continue the Scheduled Maintenance Program for the 6000-series fleet and begin the program for the 7000-series
- Plan for the replacement of the 2000- and 3000-series in the next five years as they near the end of their useful life

**Rail Fleet Reliability**
**FY THREE-YEAR TREND**
goal ≥ target of 22,000



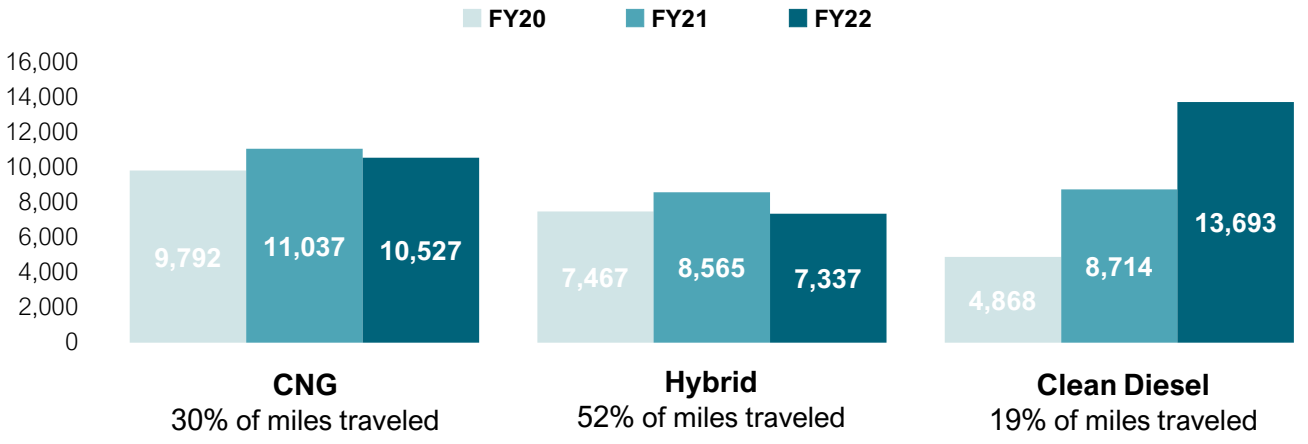
# BUS FLEET RELIABILITY

**Bus Fleet Reliability** | 8,918 miles between failure
FY target | ≥ 7,800

**Bus fleet performance exceeded target throughout FY22.**

All three fuel-type fleets exceeded their FY22 targets, with the clean diesel fleet performing best as new buses replaced buses that completed their useful life of 15 years. The next bus procurement program will replace the older hybrid buses, which currently comprise half the fleet and are the lowest performers. Additionally, in FY23 Metro will begin the electric bus pilot program. By 2045, the fleet will transition its 1,500 buses to 100 percent zero-emission.

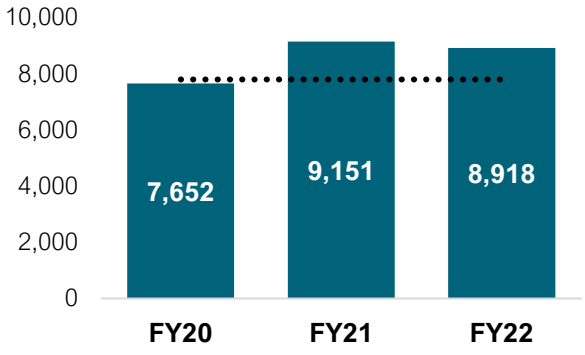
In spring of 2022 Metro began to see the latent effects of the global supply chain issues. Slow delivery of parts resulted in fewer midlife overhauls than were originally planned. Metro staff overhauled 83 buses in FY22, just below the 100 planned.




**Key actions to sustain performance**

- Continue procuring 100 new buses each year to maintain an average age of 7.5 years. Despite supply chain issues, Metro was able to complete a full procurement of 100 new buses in FY22. Additionally, the bus maintenance team performed mid-life overhauls of 82 buses
- Continue upgrades of bus technology systems. In FY22, staff completed replacement of over 90 percent of outdated non-revenue tracking systems ahead of schedule, providing better information about the location and status of buses while driving between routes
- Continue strategic use of staff. In FY22, managers strategically deployed staff to account for COVID-related absences and pauses in work due to supply-chain shortages, which helped to exceed the target

**Bus Fleet Reliability**
**FY THREE-YEAR TREND**
goal ≥ target of 7,800



# METROACCESS FLEET RELIABILITY

**MetroAccess Fleet Reliability** | 23,101 miles between failure
FY target | ≥ 21,000 miles

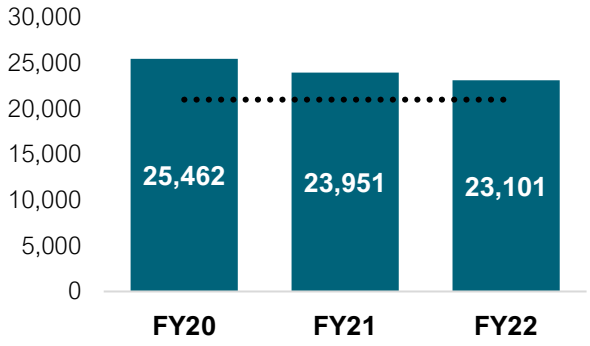
**In FY22, the MetroAccess fleet traveled an average 23,101 miles before experiencing a breakdown, exceeding the target of 21,000 miles.**

MetroAccess has sustained high levels of reliability by consistently replacing vans at the end of their useful life. The 177 sedans introduced to the fleet over the past year have proven to be a safe and reliable alternative for most customers. After one year of service, they have shown few maintenance-related issues.

### Key actions to sustain performance

- Add 50 sedans and up to 300 ramp-equipped minivans in FY23 to replace 350 aging vans
- Conduct quarterly third-party audits to assess the overall condition of the vehicles

**MetroAccess Fleet Reliability**
**FY THREE-YEAR TREND**
goal ≥ target of 21,000 miles




# ELEVATOR/ESCALATOR AVAILABILITY

## **Elevator Availability** | 97.8% available

FY target | ≥ 96.8%

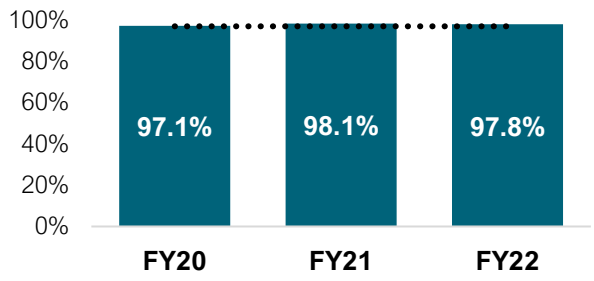
**In FY22, elevators were available 97.8 percent of Metro's operating hours, exceeding target and in line with the previous year's performance.**

At any given time in FY22, an average of six of the 276 elevators in Metrorail stations were out of service. Slightly over half of hours out of service were the result of planned capital work. The remaining outage hours were attributed to other work such as unit failures, related fixes, or preventive maintenance. Availability trended up throughout FY22—with a high of 98.2% in Q4—driven by units being out of service for shorter amounts of time due to faster completion of work orders.

### Key actions to sustain performance

- Continue current elevator rehabilitation contract (94 out of 102 completed by the end of FY22)
- Finalized identification of 100 more units in need of replacement for the next contract. Technical evaluation began in Q4 of FY22
- Continue to pilot a new preventive maintenance cadence on select units to help optimize staff productivity

**Elevator Availability**
**FY THREE-YEAR TREND**
goal ≥ target of 96.8%




## **Escalator Availability** | 92.9% available

FY target | ≥ 92.6%

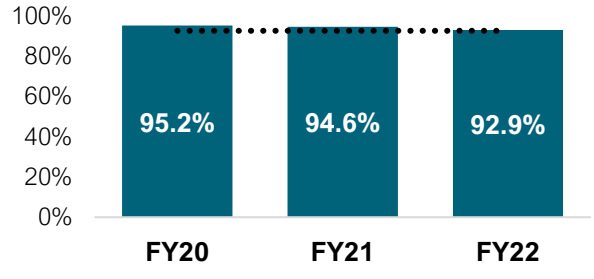
**In FY22, escalators were available 92.9 percent of Metro's operating hours, better than target.**

At any given time in FY22, an average of 44 of the 616 escalators in Metrorail stations were out of service. With two active multi-year contracts to replace or repair more than 200 escalators across the system, outage hours caused by capital work increased throughout FY22 and were higher than FY21. As of June 30, 2022, ongoing escalator capital projects affected14 stations. Overall availability remained above target due to increasingly longer periods between failures. Newer units, lower ridership, and stronger work practices have helped drive this trend.

### Key actions to sustain performance

- Continue multi-year contract to replace 130 escalators across the system, with 25 completed and 12 in progress by the end of FY22 (work for this contract began in April 2021). Strategically schedule replacements to minimize outages during revenue hours
- Continue contract to rehabilitate 89 escalators, with 29 completed by the end of FY22 and 7 in progress (work for this contract began in September 2020)
- Monitor the impact of strengthened standards for preventive maintenance scheduling on both staff time and asset performance

**Escalator Availability**
**FY THREE-YEAR TREND**
goal ≥ target of 92.6%



# AVAILABLE TRACK

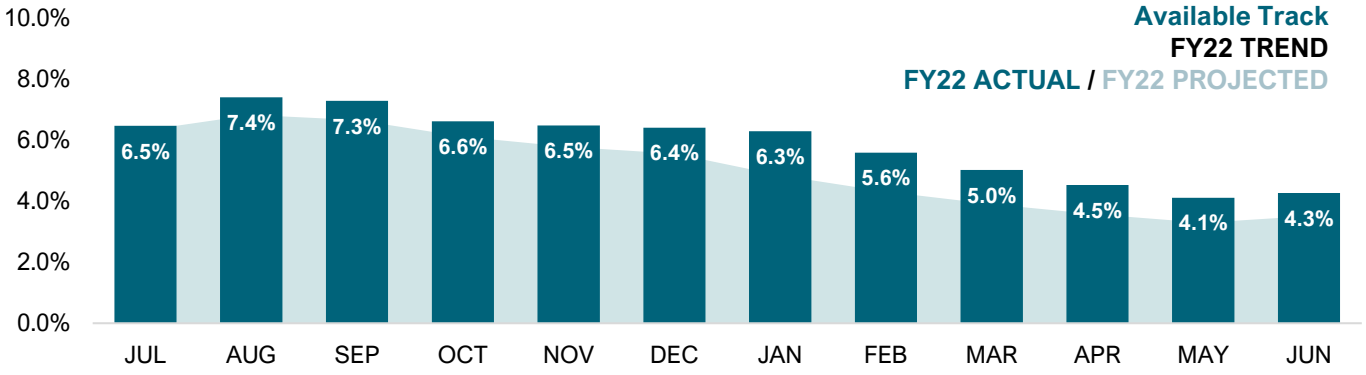
## **Available Track** | 4.3% under performance restriction

FYTD target | ≤ 3.5%

**In FY22, 4.3 percent of track was under performance restriction, 0.8 percentage points worse than target.**

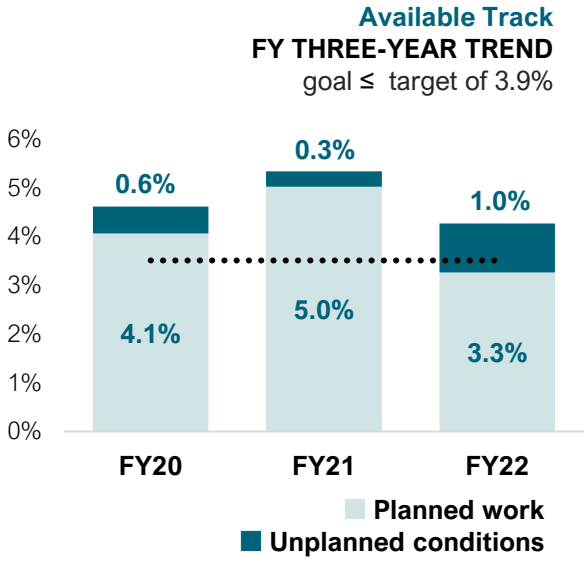
Performance restrictions include planned trackwork and unplanned condition-related speed restrictions. Planned trackwork associated with major capital programs was the main driver of unavailability, accounting for 3.3 percent of performance restrictions in FY22, 0.3 percentage point higher than the projection. Major capital programs implemented in FY22 include the Platform Improvement Project that shut down all stations north of Fort Totten on the Green and Yellow Lines through the first week of September, two projects on the Red Line to upgrade the tunnel ventilation system and repair platform canopies, and one Platform Improvement Project on the Orange Line between New Carrollton and Minnesota Avenue starting late May. A schedule delay for the Red Line Canopy Replacement Project at Rockville Station extended the original closure period and contributed to the missed target.

Unplanned condition-related speed restrictions were higher than expected. A manufacturing defect found in certain switches required multiple speed restrictions in place between late August and mid-September. In November through January, more speed restrictions than anticipated were implemented due to slippery rails caused by falling leaves. Metro's oldest railcars, which have provided the bulk of service during this period while the 7000-series were sidelined, are most susceptible to wheel failures resulting from slippery rails.




### Key actions to improve performance

- Continue preventive maintenance and capital programs to keep unplanned restrictions low
- Bundle capital projects to minimize disruptions to passengers
- Complete capital projects on or ahead of schedule



# CROWDING

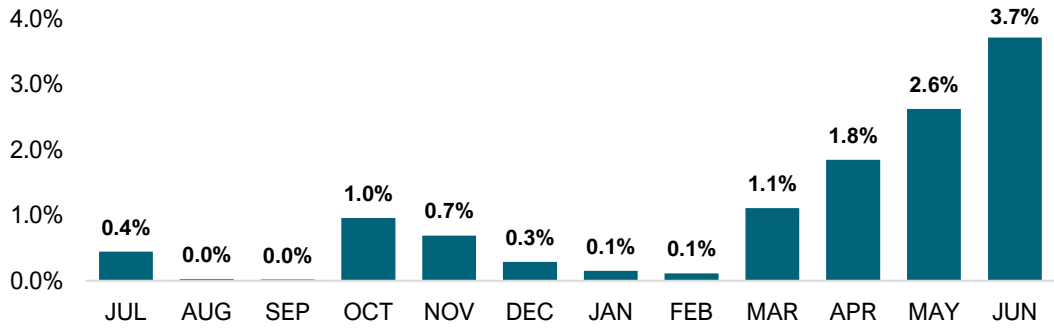
## **Metrorail Crowding** | 1.2% of passenger travel time in crowded conditions

No target

**Through FY22, 1.2 percent of passenger travel time was spent in crowded conditions (> 75 passengers per car, which is when all seats are occupied and about 10 customers are standing). For an average trip of 30 minutes, this means less than one minute was in crowded conditions.**

Through February, crowding remained below thresholds despite reduced frequencies implemented in response to the October derailment and the removal of 7000-series trains from service. Crowding levels jumped to 1.1 percent in March and continued to increase to 3.7 percent in June. The Cherry Blossom season and other Spring activities brought large crowds of visitors. Metrorail also began to see some crowding at key downtown stations during morning and evening commutes as more offices began reopening in in the Spring. Metrorail has added train trips during the busiest times, addressing the most acute periods of crowding.

**Metrorail Crowding**
**FY22 TREND**



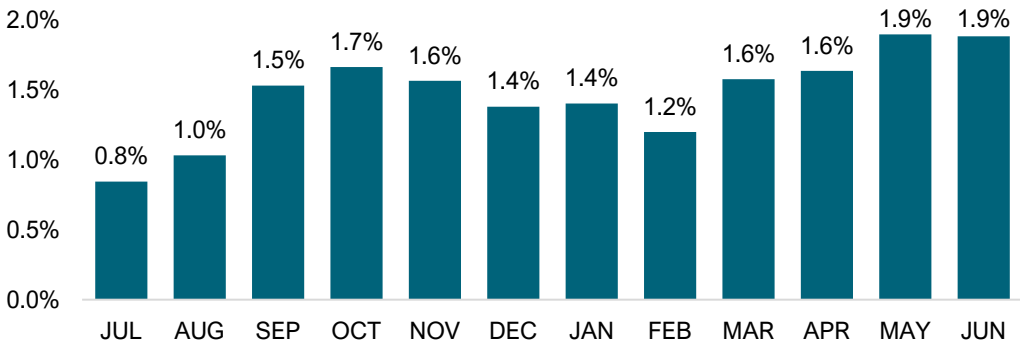

## **Metrobus Crowding** | 1.5% of bus stops encountered with > 30 passengers on the bus

No target

**Throughout FY22, overall crowding on buses remained around 1.5 percent. Crowding was concentrated on 30 of Metro's bus routes, while the other 160 routes had little to no crowding.**

A standard size 40-foot bus has seats available for 40 passengers; for FY22 any bus occupied at 75 percent or greater than seated capacity is deemed crowded (i.e., more than 30 passengers on board). Most Metrobus routes had no or very low levels of crowding (fewer than 2 percent of stops had more than 30 passengers on board). The 30 routes that experienced crowding ranged between 3 percent and 12 percent of stops with more than 30 passengers on board. Crowding was highest in Fall 2021 and Spring 2022.

**Metrobus Crowding**
**FY22 TREND**



# CUSTOMER SATISFACTION

## Metrorail Customer Satisfaction | 69% in Q4

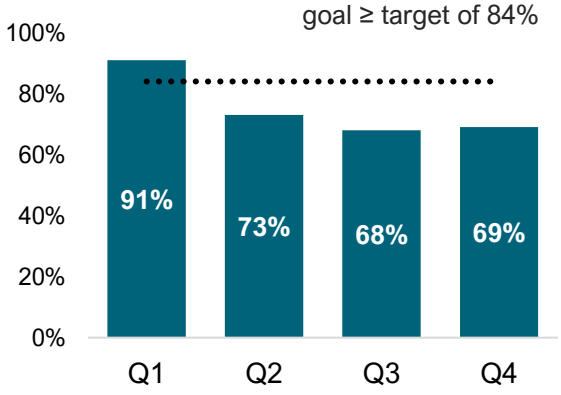
FY target | ≥ 84%

**In FY22 Q4, customer satisfaction was 69 percent, missing target of 84 percent.**

Metrorail customer satisfaction peaked in Q1 at 91 percent, reflecting low crowding across the system, clean trains, all-day frequent service, and strong reliability.

Satisfaction fell in the second through fourth quarters of the fiscal year. A major contributing factor was the cut in service frequencies beginning in October and continuing through Q4 related to the 7000-series train derailment. In addition to longer wait times, customers cited concerns about increased crime and safety, low service reliability, vehicle safety, and a perception that cleanliness has eroded over the course of the pandemic. Although surveyed customers expressed concerns about crime, they did perceive an increase in police presence in the system.

**RAIL CUSTOMER SATISFACTION**
**FY22 BY QUARTER**
goal ≥ target of 84%




## Bus Customer Satisfaction | 69% in Q4

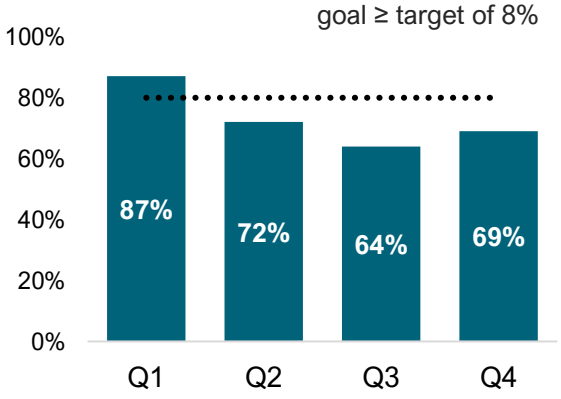
FY target | ≥ 80%

**Customer satisfaction was 69 percent in Q4, missing target of 80 percent.**

In the first quarter of FY22, Metrobus customer satisfaction was high at 87 percent. Like Metrorail, this was a result of low crowding, frequent service, and strong reliability. Satisfaction fell in the second through fourth quarters, reaching a low point at 64 percent in Q3 when service frequencies were cut due to COVID-related operator shortages in January.

Although customers were more satisfied with vehicle safety, wait times, and service reliability in Q4 compared to Q3, satisfaction in these areas fell relative to earlier periods. During Q4, customers continued to express concern about crime.

**BUS CUSTOMER SATISFACTION**
**FY22 BY QUARTER**
goal ≥ target of 8%




# FINANCIAL RESPONSIBILITY
## PERFORMANCE

Summary and additional insights on FY22 measure performance

# OPERATING FINANCIAL PERFORMANCE

**Passenger revenues exceeded budget through FY22, driven by higher-than-anticipated ridership on both Bus and Rail. Operating expenses were also favorable (below budget). As a result, farebox recovery (the percentage of the operating budget covered by fares) and the operating cost per passenger trip performed better than expected.**

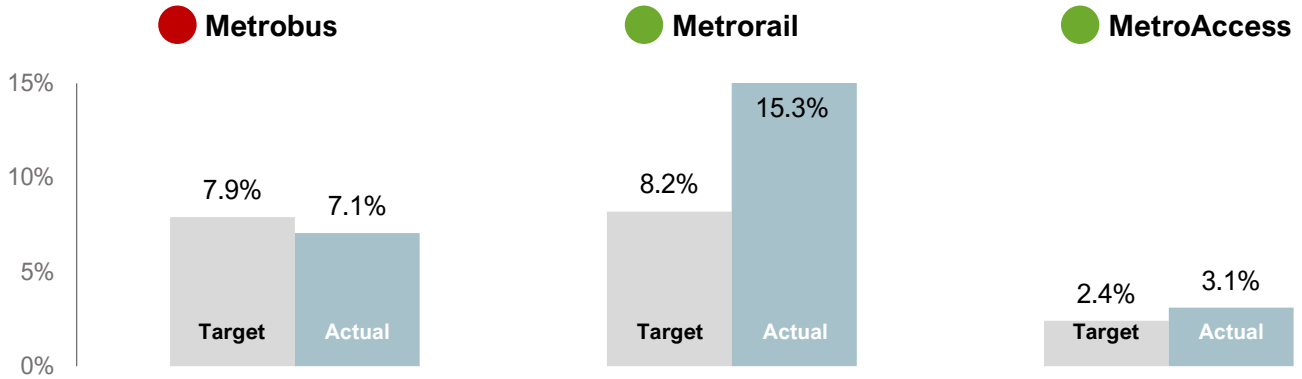
FY22 operating expenses were $1,870.1 million or $230.0 million below budget. Operating revenues were $281.4 million (excluding federal relief), favorable to budget by $53.5 million and funding 15 percent of operating expenses. Total revenue was $971.2 million including federal relief used as revenue replacement and jurisdictional allocations. Revenue losses from COVID-19 continue to impact ridership and non-passenger revenue; passenger revenue exceeded budget by $54.0 million through the fourth quarter; losses were further offset by federal relief funding and savings from capital cost allocation, services, paratransit and materials. Metro received total federal relief revenue totaling $689.7 million, of which $479.0 million was used to offset decreased revenue, and $210.7 million replaced jurisdictional contributions that were reduced as a result of the pandemic. Metro's net subsidy[1] is on budget for the fiscal year.

[1] Includes $210.7 million in federal relief for jurisdictional credits.

## Farebox Recovery Ratio

FY22 system-wide target: **7.6%** | FYTD performance: **11.4%**

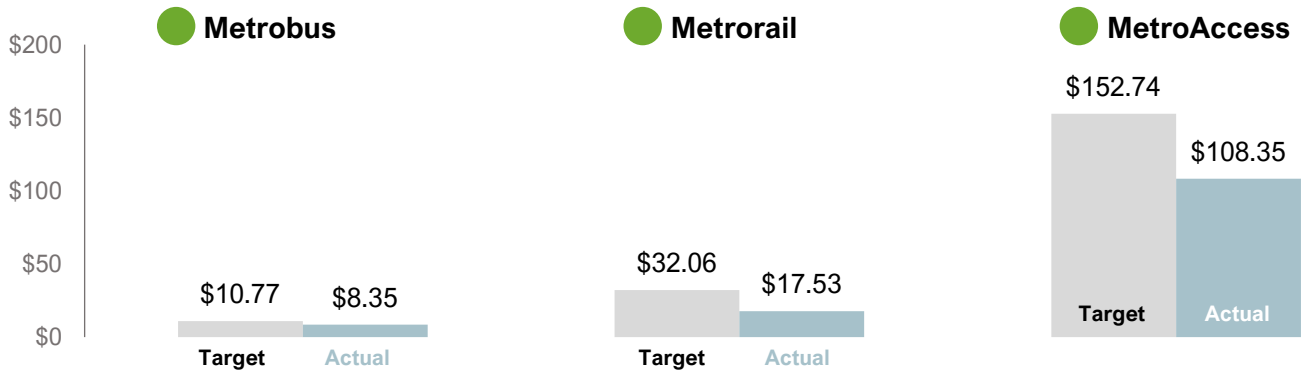
The ratio of passenger revenue divided by operating costs. This measure describes the portion of operating expenses covered by passenger fares. For this measure, a higher result than target is favorable ↑




## Operating Cost Per Passenger Trip

FY22 system-wide target: **$20.00** | FYTD performance: **$13.15**

The ratio of operating costs divided by passenger trips. This measure quantifies the full operating cost to provide each passenger trip. For this measure, a lower result than target is favorable ↓



# VACANCY RATE

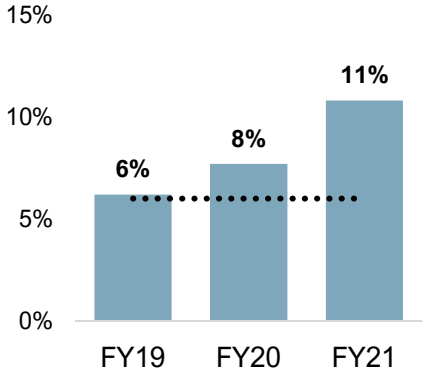
**Vacancy Rate** | 11%
FY22 target | ≤ 6%

**Metro's employee vacancy rate for FY22 was 11 percent, missing target of six percent.**

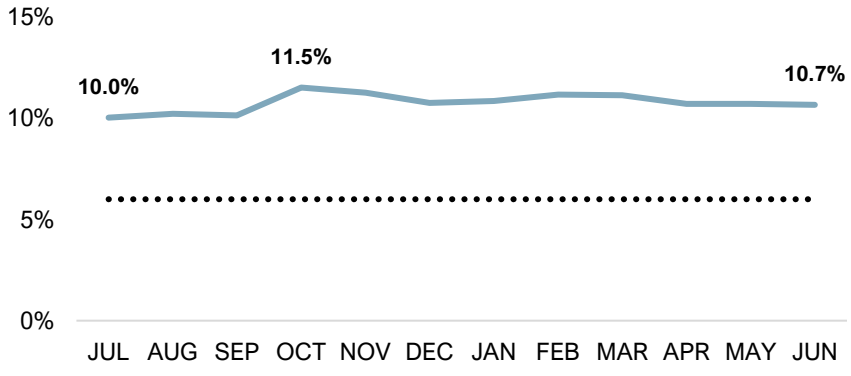
In FY22 employee vacancy rate was 11 percent, up from eight percent in FY21. The vacancy rate was 9.5 percent for union employees and 15.1 percent for non-represented employees, each increasing roughly three percentage points from FY21. While the bus operator vacancy rate was 1.6 percent in FY22, the rates were particularly high for train operators (19.6 percent) and maintenance staff (10.2 percent). These rates were partially driven by open Silver Line Phase Two positions and associated recruitment in FY22.

Relatedly, the attrition rate in FY22 was seven percent, up from 5.8 percent in FY21, with 150 more instances of turnover in FY22 compared to the previous fiscal year. Retirement turnover rate was two percent in FY22 compared to 1.4 percent in FY21, and voluntary attrition increased to 3.3 percent in FY22 from two percent in FY21.

VACANCY RATE
**FY22 THREE-YEAR TREND**
goal ≥ target of 6%




VACANCY RATE
**FY22 BY MONTH**
goal ≥ target of 6%




# APPENDIX

Measure data tables
Measure definitions

# RIDERSHIP

## RIDERSHIP

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 27.1 | 25.7 | 26.3 | 29.0 | 24.5 | 24.4 | 25.4 | 24.1 | 14.4 | 2.7 | 2.9 | 4.4 | 230.9 |
| FY2021 | 4.9 | 5.2 | 6.9 | 7.2 | 6.6 | 6.6 | 5.7 | 5.4 | 7.3 | 7.8 | 8.3 | 9.4 | 81.3 |
| FY2022 | 10.7 | 10.6 | 12.2 | 12.8 | 11.3 | 11.1 | 8.1 | 9.7 | 13.2 | 13.7 | 14.3 | 14.5 | 142.2 |

## RIDERSHIP | BY MODE

| | | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| RAIL | Forecast | 2.2 | 2.2 | 2.2 | 2.3 | 2.5 | 2.7 | 3.1 | 3.3 | 3.6 | 4.0 | 4.4 | 4.9 | 37.3 |
| | **Actual** | **4.7** | **4.3** | **5.0** | **5.1** | **4.4** | **4.2** | **3.3** | **3.8** | **5.8** | **6.3** | **6.2** | **7.0** | **60.1** |
| BUS | Forecast | 4.7 | 4.7 | 4.7 | 4.9 | 5.1 | 5.3 | 5.5 | 5.7 | 6.0 | 6.3 | 6.6 | 7.0 | 66.7 |
| | Actual: Farebox | 3.8 | 4.1 | 4.5 | 4.2 | 4.4 | 4.2 | 2.9 | 3.6 | 4.6 | 4.6 | 4.7 | 4.8 | 50.5 |
| | Actual: Metro Operated Shuttle | 0.2 | 0.0 | 0.1 | 0.1 | 0.1 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.2 | 1.0 |
| | Actual: Contracted Shuttle | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| | Actual: APC | 5.7 | 6.1 | 7.0 | 7.4 | 6.7 | 6.6 | 4.7 | 5.7 | 7.2 | 7.3 | 7.9 | 7.3 | 79.8 |
| | **Actual: APC + Metro Shuttle** | **5.9** | **6.1** | **7.1** | **7.6** | **6.8** | **6.7** | **4.8** | **5.8** | **7.2** | **7.3** | **8.0** | **7.4** | **80.8** |
| ACCS | Forecast | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 1.3 |
| | **Actual** | **0.1** | **0.1** | **0.1** | **0.1** | **0.1** | **0.1** | **0.1** | **0.1** | **0.1** | **0.1** | **0.1** | **0.1** | **1.3** |
| TOTAL | Forecast | 7.0 | 7.0 | 7.0 | 7.3 | 7.6 | 8.0 | 8.7 | 9.2 | 9.8 | 10.4 | 11.2 | 12.1 | 105.3 |
| | Actual: Farebox + Metro Shuttle | 8.8 | 8.6 | 9.7 | 9.6 | 9.0 | 8.6 | 6.3 | 7.6 | 10.5 | 11.0 | 11.0 | 12.0 | 112.8 |
| | Actual: Farebox + All Shuttle | 8.8 | 8.6 | 9.7 | 9.6 | 9.0 | 8.6 | 6.3 | 7.6 | 10.5 | 11.0 | 11.0 | 12.0 | 112.8 |
| | **Actual: APC + Metro Shuttle** | **10.7** | **10.6** | **12.2** | **12.8** | **11.3** | **11.1** | **8.1** | **9.7** | **13.2** | **13.7** | **14.3** | **14.5** | **142.2** |

# SAFETY

## PART I CRIMES PER MILLION PASSENGERS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 4.6 | 4.1 | 5.6 | 6.4 | 4.1 | 4.8 | 3.5 | 4.2 | 4.9 | 12.7 | 15.2 | 11.8 | 5.1 |
| FY2021 | 11.1 | 13.2 | 8.4 | 8.2 | 8.4 | 8.3 | 6.8 | 7.0 | 6.3 | 5.8 | 7.1 | 7.3 | 7.9 |
| FY2022 | 6.2 | 5.4 | 5.1 | 6.9 | 6.4 | 7.3 | 7.5 | 4.5 | 4.6 | 3.9 | 5.9 | 6.5 | 5.8 |

## PART I CRIMES

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 125 | 106 | 147 | 187 | 100 | 118 | 88 | 101 | 71 | 34 | 44 | 52 | 1,173 |
| FY2021 | 54 | 69 | 58 | 59 | 55 | 55 | 39 | 38 | 46 | 45 | 59 | 69 | 646 |
| FY2022 | 66 | 57 | 62 | 88 | 73 | 81 | 61 | 44 | 60 | 53 | 84 | 95 | 824 |

## PART I CRIMES | BY TYPE

| FY2022 | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Property Crime** | **31** | **29** | **32** | **42** | **32** | **38** | **27** | **13** | **31** | **24** | **49** | **64** | **412** |
| Larceny | 7 | 3 | 9 | 12 | 9 | 6 | 12 | 7 | 6 | 7 | 11 | 15 | 104 |
| Larceny (Other) | 23 | 22 | 21 | 29 | 21 | 28 | 15 | 4 | 23 | 17 | 28 | 35 | 266 |
| Burglary | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Motor Vehicle Theft | 1 | 4 | 2 | 1 | 2 | 4 | 0 | 2 | 1 | 0 | 10 | 14 | 41 |
| Attempted MV Theft | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Arson | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| **Violent Crime** | **35** | **28** | **30** | **46** | **40** | **43** | **34** | **31** | **28** | **28** | **35** | **31** | **409** |
| Aggravated Assault | 17 | 11 | 17 | 26 | 24 | 19 | 15 | 19 | 15 | 13 | 19 | 18 | 213 |
| Rape | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 |
| Robbery | 17 | 17 | 13 | 19 | 16 | 24 | 19 | 12 | 13 | 14 | 16 | 13 | 193 |
| **FY2021 Part I Crimes** | **66** | **57** | **62** | **88** | **72** | **81** | **61** | **44** | **59** | **52** | **84** | **95** | **821** |
| FY2021 Homicides | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## CUSTOMER INJURIES PER MILLION PASSENGERS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 1.8 | 1.4 | 1.9 | 1.5 | 2.0 | 2.2 | 1.5 | 1.9 | 1.5 | 3.4 | 3.5 | 3.0 | 1.8 |
| FY2021 | 3.3 | 2.7 | 1.2 | 3.2 | 2.4 | 2.7 | 4.4 | 2.6 | 4.0 | 2.3 | 3.2 | 2.8 | 2.9 |
| FY2022 | 3.7 | 1.4 | 2.0 | 1.7 | 2.6 | 1.6 | 2.6 | 2.6 | 2.0 | 2.3 | 1.7 | 1.5 | 2.1 |

## METRORAIL CUSTOMER INJURIES PER MILLION PASSENGERS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **1.6** | **1.2** | **1.2** | **0.9** | **1.1** | **1.9** | **1.5** | **1.8** | **1.6** | **3.3** | **7.2** | **3.6** | **1.5** |
| Non-Preventable | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Preventable | 1.6 | 1.2 | 1.2 | 0.9 | 1.1 | 1.9 | 1.5 | 1.8 | 1.6 | 3.3 | 7.2 | 3.6 | 1.5 |
| **FY2021** | **3.1** | **2.2** | **1.8** | **2.6** | **4.3** | **2.1** | **6.0** | **3.2** | **5.1** | **2.5** | **3.8** | **2.8** | **3.3** |
| Non-Preventable | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Preventable | 3.1 | 2.2 | 1.8 | 2.6 | 4.3 | 2.1 | 6.0 | 3.2 | 5.1 | 2.5 | 4.8 | 2.8 | 3.3 |
| **FY2022** | **2.1** | **0.7** | **1.6** | **1.6** | **2.3** | **1.2** | **4.6** | **3.4** | **2.4** | **2.2** | **1.9** | **1.6** | **2.0** |
| Non-Preventable | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Preventable | 2.1 | 0.7 | 1.6 | 1.8 | 2.3 | 1.2 | 4.3 | 3.4 | 2.4 | 2.2 | 1.8 | 1.6 | 2.0 |

## METROBUS CUSTOMER INJURIES PER MILLION PASSENGERS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **1.8** | **1.3** | **2.7** | **2.0** | **2.8** | **2.3** | **1.4** | **1.9** | **1.5** | **2.9** | **1.1** | **2.7** | **2.0** |
| Non-Preventable | 1.3 | 1.0 | 1.2 | 1.0 | 1.7 | 1.8 | 1.0 | 1.4 | 0.9 | 1.7 | 0.0 | 1.0 | 1.2 |
| Preventable | 0.5 | 0.4 | 1.5 | 1.1 | 1.0 | 0.5 | 0.4 | 0.5 | 0.6 | 1.2 | 1.1 | 1.7 | 0.8 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2021** | **3.2** | **2.7** | **0.9** | **3.1** | **1.1** | **3.1** | **3.4** | **1.7** | **3.5** | **2.1** | **2.6** | **2.8** | **2.5** |
| Non-Preventable | 1.6 | 1.3 | 3.1 | 7.0 | 4.0 | 8.6 | 4.8 | 0.8 | 3.0 | 1.7 | 2.8 | 3.7 | 1.6 |
| Preventable | 1.6 | 10.1 | 1.0 | 6.1 | 1.0 | 4.8 | 0.0 | 1.6 | 1.8 | 1.2 | 0.8 | 0.3 | 0.9 |
| **FY2022** | **4.8** | **1.3** | **2.1** | **1.5** | **2.3** | **1.5** | **0.8** | **1.6** | **1.7** | **2.3** | **1.5** | **1.3** | **1.9** |
| Non-Preventable | 2.6 | 0.7 | 1.7 | 0.8 | 1.3 | 1.2 | 0.4 | 0.7 | 1.4 | 1.8 | 1.1 | 0.8 | 1.2 |
| Preventable | 2.2 | 0.7 | 0.4 | 0.7 | 1.0 | 0.3 | 0.4 | 0.9 | 0.3 | 0.5 | 0.4 | 0.5 | 0.7 |

## METROACCESS CUSTOMER INJURIES PER 100,000 PASSENGERS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **2.5** | **2.0** | **1.6** | **1.9** | **3.3** | **1.7** | **0.6** | **1.2** | **0.0** | **2.0** | **1.9** | **0.0** | **1.7** |
| Non-Preventable | 1.0 | 1.0 | 1.6 | 1.4 | 3.3 | 1.2 | 0.6 | 0.6 | 0.0 | 2.0 | 0.0 | 0.0 | 1.2 |
| Preventable | 1.5 | 1.0 | 0.0 | 0.5 | 0.0 | 0.6 | 0.0 | 0.6 | 0.0 | 0.0 | 1.9 | 0.0 | 0.5 |
| **FY2021** | **1.3** | **1.3** | **0.0** | **2.2** | **2.4** | **0.0** | **1.3** | **2.6** | **0.0** | **1.0** | **1.0** | **0.0** | **1.0** |
| Non-Preventable | 1.3 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 2.6 | 0.0 | 1.0 | 0.0 | 0.0 | 0.4 |
| Preventable | 0.0 | 1.3 | 0.0 | 2.2 | 2.4 | 0.0 | 1.3 | 0.0 | 0.0 | 0.0 | 1.0 | 0.0 | 0.7 |
| **FY2022** | **0.9** | **3.6** | **0.9** | **2.5** | **2.7** | **2.8** | **2.5** | **3.1** | **0.9** | **0.9** | **N/A** | **0.9** | **1.8** |
| Non-Preventable | 0.0 | 2.7 | 0.9 | 1.7 | 2.7 | 2.8 | 2.5 | 0.0 | 0.0 | 0.9 | 0.0 | 0.9 | 1.2 |
| Preventable | 0.9 | 0.9 | 0.0 | 0.8 | 0.0 | 0.0 | 0.0 | 3.1 | 0.9 | 0.0 | 0.0 | 0.0 | 0.5 |

## CUSTOMER INJURIES

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 50 | 36 | 51 | 43 | 49 | 53 | 37 | 46 | 22 | 9 | 10 | 13 | 419 |
| FY2021 | 16 | 14 | 8 | 23 | 16 | 18 | 25 | 14 | 29 | 18 | 29 | 26 | 236 |
| FY2022 | 39 | 15 | 24 | 22 | 29 | 18 | 21 | 25 | 27 | 32 | 24 | 22 | 298 |

## METRORAIL CUSTOMER INJURIES

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **26** | **18** | **19** | **16** | **16** | **26** | **22** | **25** | **12** | **3** | **7** | **5** | **195** |
| Non-Preventable | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Preventable | 26 | 18 | 19 | 16 | 16 | 26 | 22 | 25 | 12 | 3 | 7 | 5 | 195 |
| **FY2021** | **5** | **4** | **4** | **6** | **9** | **4** | **11** | **6** | **13** | **7** | **15** | **11** | **95** |
| Non-Preventable | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Preventable | 5 | 4 | 4 | 6 | 9 | 4 | 11 | 6 | 13 | 7 | 15 | 11 | 95 |
| **FY2022** | **10** | **3** | **8** | **9** | **10** | **5** | **14** | **13** | **14** | **14** | **11** | **11** | **111** |
| Non-Preventable | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Preventable | 10 | 3 | 8 | 9 | 10 | 5 | 14 | 13 | 14 | 14 | 11 | 11 | 111 |

## METROBUS CUSTOMER INJURIES

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **19** | **14** | **29** | **23** | **27** | **24** | **14** | **19** | **10** | **5** | **2** | **8** | **194** |
| Non-Preventable | 14 | 10 | 13 | 11 | 17 | 19 | 10 | 14 | 6 | 3 | 0 | 3 | 120 |
| Preventable | 5 | 4 | 16 | 12 | 10 | 5 | 4 | 5 | 4 | 2 | 2 | 5 | 74 |
| **FY2021** | **10** | **9** | **4** | **15** | **5** | **14** | **13** | **6** | **16** | **10** | **13** | **15** | **130** |
| Non-Preventable | 5 | 8 | 1 | 7 | 1 | 5 | 0 | 4 | 6 | 4 | 3 | 1 | 45 |
| Preventable | 5 | 1 | 3 | 8 | 4 | 9 | 13 | 2 | 10 | 6 | 10 | 14 | 85 |
| **FY2022** | **16** | **5** | **12** | **8** | **11** | **8** | **3** | **6** | **10** | **14** | **10** | **6** | **103** |
| Non-Preventable | 15 | 4 | 12 | 6 | 9 | 8 | 2 | 4 | 10 | 13 | 9 | 6 | 92 |
| Preventable | 1 | 1 | 0 | 2 | 2 | 0 | 1 | 2 | 0 | 1 | 1 | 0 | 11 |

## METROACCESS CUSTOMER INJURIES

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **5** | **4** | **3** | **4** | **6** | **3** | **1** | **2** | **0** | **1** | **1** | **0** | **30** |
| Non-Preventable | 2 | 2 | 3 | 3 | 6 | 2 | 1 | 1 | 0 | 1 | 0 | 0 | 21 |
| Preventable | 3 | 2 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 9 |
| **FY2021** | **1** | **1** | **0** | **2** | **2** | **0** | **1** | **2** | **0** | **1** | **1** | **0** | **11** |
| Non-Preventable | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 4 |
| Preventable | 0 | 1 | 0 | 2 | 2 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 7 |
| **FY2022** | **1** | **4** | **1** | **3** | **3** | **3** | **2** | **3** | **1** | **1** | **0** | **1** | **23** |
| Non-Preventable | 0 | 3 | 1 | 2 | 3 | 3 | 2 | 0 | 0 | 1 | 0 | 1 | 16 |
| Preventable | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 7 |

## EMPLOYEE INJURIES PER 200,000 WORK HOURS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 7.0 | 8.7 | 6.5 | 8.1 | 5.7 | 5.6 | 6.7 | 4.8 | 4.2 | 1.7 | 2.1 | 1.7 | 5.5 |
| FY2021 | 4.1 | 2.9 | 4.7 | 5.3 | 4.5 | 6.0 | 5.4 | 6.9 | 5.5 | 6.8 | 7.8 | 8.2 | 5.7 |
| FY2022 | 7.3 | 7.4 | 6.0 | 7.2 | 7.2 | 7.5 | 7.3 | 6.1 | 6.0 | 6.5 | 7.8 | 5.2 | 6.8 |

## RAIL SYSTEM EMPLOYEE INJURIES PER 200,000 WORK HOURS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **3.7** | **5.2** | **3.5** | **4.0** | **2.5** | **2.9** | **2.7** | **3.4** | **3.1** | **1.5** | **0.9** | **1.1** | **3.0** |
| Non-Preventable | 1.7 | 1.0 | 0.8 | 1.1 | 0.6 | 1.0 | 0.8 | 0.6 | 1.1 | 0.3 | 0.6 | 0.6 | 0.9 |
| Preventable | 1.9 | 4.3 | 2.6 | 2.9 | 1.9 | 1.9 | 1.9 | 2.7 | 2.0 | 1.2 | 0.3 | 0.6 | 2.1 |
| **FY2021** | **1.5** | **2.0** | **3.6** | **3.5** | **3.0** | **4.5** | **2.7** | **4.2** | **4.0** | **3.4** | **4.2** | **2.8** | **3.3** |
| Non-Preventable | 0.0 | 0.2 | 0.6 | 1.0 | 1.1 | 1.9 | 0.9 | 1.1 | 1.6 | 0.9 | 2.0 | 1.3 | 1.1 |
| Preventable | 1.5 | 1.7 | 3.0 | 2.5 | 1.8 | 2.5 | 1.8 | 3.1 | 2.4 | 2.6 | 2.2 | 1.5 | 2.2 |
| **FY2022** | **3.7** | **3.0** | **3.3** | **4.7** | **3.5** | **4.0** | **6.3** | **3.8** | **2.5** | **2.9** | **3.1** | **1.0** | **3.5** |
| Non-Preventable | 2.2 | 1.3 | 0.7 | 1.7 | 2.0 | 1.8 | 3.3 | 1.3 | 0.4 | 1.0 | 1.6 | 0.4 | 1.5 |
| Preventable | 1.5 | 1.7 | 2.6 | 3.0 | 1.5 | 2.2 | 3.1 | 2.5 | 2.1 | 1.9 | 1.4 | 0.6 | 2.0 |

## BUS EMPLOYEE INJURIES PER 200,000 WORK HOURS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **13.3** | **15.2** | **11.2** | **13.4** | **8.4** | **11.3** | **15.3** | **7.8** | **8.0** | **2.5** | **4.1** | **3.4** | **10.2** |
| Non-Preventable | 8.2 | 7.9 | 4.6 | 6.8 | 5.1 | 6.1 | 8.4 | 5.1 | 4.2 | 1.0 | 1.0 | 1.9 | 5.5 |
| Preventable | 5.1 | 7.3 | 6.6 | 6.5 | 3.4 | 5.2 | 6.9 | 2.7 | 3.8 | 1.5 | 3.0 | 1.5 | 4.7 |
| **FY2021** | **7.6** | **6.5** | **8.0** | **8.6** | **8.7** | **10.6** | **11.6** | **14.2** | **9.3** | **15.0** | **15.9** | **16.3** | **11.2** |
| Non-Preventable | 4.5 | 2.6 | 3.6 | 4.8 | 6.0 | 6.2 | 4.2 | 7.5 | 5.2 | 8.1 | 9.3 | 9.9 | 6.1 |
| Preventable | 3.0 | 3.9 | 4.4 | 3.7 | 2.8 | 4.4 | 7.3 | 6.7 | 4.1 | 7.0 | 6.7 | 6.4 | 5.1 |
| **FY2022** | **16.2** | **16.3** | **12.4** | **12.9** | **13.7** | **15.0** | **11.0** | **10.9** | **12.9** | **13.5** | **16.4** | **12.9** | **13.7** |
| Non-Preventable | 7.7 | 10.0 | 7.9 | 8.8 | 9.2 | 9.5 | 8.5 | 7.4 | 10.2 | 10.0 | 11.0 | 8.5 | 9.1 |
| Preventable | 8.4 | 6.2 | 4.5 | 4.1 | 4.4 | 5.5 | 2.5 | 3.5 | 2.7 | 3.5 | 5.4 | 4.4 | 4.6 |

## CONTRACTOR INJURIES PER 200,000 WORK HOURS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2021** | **0.0** | **0.8** | **1.4** | **1.4** | **0.0** | **0.0** | **0.0** | **2.0** | **0.0** | **1.4** | **0.0** | **1.2** | **0.7** |
| **FY2022** | **0.8** | **0.0** | **4.4** | **0.0** | **0.0** | **4.9** | **2.3** | **4.3** | **1.5** | **N/A** | **N/A** | **N/A** | **N/A** |

## FATALITIES

| | Metrorail | Metrobus | MetroAccess |
|---|---|---|---|
| FY2020 | | | |
| FY2021 | 3 | 3 | 0 |
| FYTD2022 | 1 | 3 | 0 |

## NTD BUS COLLISIONS PER MILLION MILES

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **3.5** | **4.0** | **4.5** | **4.3** | **4.0** | **3.3** | **2.9** | **3.4** | **3.7** | **1.8** | **1.8** | **3.4** | **3.5** |
| Non-Preventable | 2.1 | 1.9 | 2.2 | 2.1 | 1.6 | 2.3 | 2.2 | 2.1 | 1.0 | 1.2 | 0.6 | 2.8 | 1.9 |
| Preventable | 1.4 | 2.1 | 2.2 | 2.1 | 2.4 | 1.0 | 0.7 | 1.3 | 2.7 | 0.6 | 1.2 | 0.6 | 1.6 |
| **FY2021** | **2.7** | **4.7** | **2.2** | **2.7** | **1.9** | **3.5** | **3.5** | **2.1** | **1.1** | **2.1** | **2.8** | **4.7** | **2.8** |
| Non-Preventable | 1.6 | 2.5 | 0.9 | 1.5 | 1.6 | 2.1 | 2.6 | 1.4 | 0.6 | 1.2 | 2.2 | 3.7 | 1.8 |
| Preventable | 1.1 | 2.1 | 1.2 | 1.2 | 0.3 | 1.5 | 1.0 | 0.7 | 0.6 | 0.9 | 0.6 | 0.9 | 1.0 |
| **FY2022** | **4.6** | **4.0** | **3.6** | **2.8** | **4.7** | **2.8** | **3.0** | **3.5** | **2.7** | **3.1** | **3.1** | **2.3** | **3.3** |
| Non-Preventable | 3.2 | 3.2 | 2.8 | 1.0 | 3.2 | 2.1 | 2.4 | 1.7 | 2.0 | 1.8 | 2.5 | 1.5 | 2.3 |
| Preventable | 1.3 | 0.8 | 0.8 | 1.8 | 1.6 | 0.8 | 0.7 | 1.7 | 0.7 | 1.3 | 0.5 | 0.8 | 1.1 |

## RAIL COLLISIONS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 1 | 2 | 0 | 2 | 0 | 0 | 1 | 2 | 0 | 2 | 0 | 0 | 10 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2021 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 |
| FY2022 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 |

## DERAILMENTS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **1** | **2** | **1** | **0** | **0** | **0** | **0** | **1** | **0** | **0** | **0** | **0** | **5** |
| 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 Machine | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 5 |
| **FY2021** | **2** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **1** | **1** | **0** | **0** | **4** |
| Trains Carrying Customers | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Trains with No Customers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Roadway Maintenance Machine | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 3 |
| **FY2022** | **0** | **0** | **0** | **2** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **2** |
| Trains Carrying Customers | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Trains with No Customers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Roadway Maintenance Machine | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

## FIRE INCIDENTS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FY2020** | **8** | **6** | **12** | **7** | **6** | **5** | **2** | **3** | **3** | **1** | **7** | **6** | **66** |
| Non-Electrical | 4 | 4 | 10 | 5 | 5 | 1 | 1 | 1 | 3 | 0 | 1 | 2 | 37 |
| Cable | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Arcing Insulator | 4 | 0 | 1 | 1 | 1 | 4 | 1 | 2 | 0 | 1 | 6 | 4 | 25 |
| Train Component | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Station Component | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| **FY2021** | **4** | **1** | **3** | **3** | **4** | **2** | **3** | **5** | **2** | **1** | **3** | **4** | **35** |
| Non-Electrical | 1 | 0 | 1 | 3 | 3 | 1 | 3 | 1 | 1 | 0 | 1 | 1 | 16 |
| Cable | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Arcing Insulator | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 3 | 11 |
| Train Component | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Station Component | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 6 |
| **FY2022** | **6** | **5** | **1** | **1** | **8** | **1** | **3** | **3** | **2** | **1** | **2** | **2** | **35** |
| Non-Electrical | 5 | 1 | 1 | 0 | 8 | 1 | 2 | 1 | 1 | 0 | 0 | 1 | 21 |
| Cable | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Arcing Insulator | 1 | 4 | 0 | 1 | 0 | 0 | 1 | 2 | 1 | 1 | 2 | 1 | 14 |
| Train Component | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Station Component | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| RED SIGNAL OVERRUNS | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
| FY2020 | 2 | 0 | 1 | 3 | 2 | 1 | 0 | 0 | 3 | 0 | 1 | 1 | 14 |
| FY2021 | 1 | 0 | 2 | 1 | 2 | 4 | 0 | 1 | 0 | 0 | 0 | 0 | 11 |
| FY2022 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |

# SERVICE RELIABILITY

## MYTRIPTIME RAIL CUSTOMER ON-TIME PERFORMANCE

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 89% | 90% | 89% | 90% | 90% | 89% | 92% | 92% | 92% | 96% | 96% | 91% | 90% |
| FY2021 | 93% | 92% | 91% | 90% | 90% | 90% | 89% | 91% | 93% | 94% | 89% | 91% | 91% |
| FY2022 | 91% | 92% | 92% | 74% | 67% | 72% | 67% | 72% | 75% | 76% | 76% | 91% | 79% |

## MYTRIPTIME RAIL CUSTOMER ON-TIME PERFORMANCE | BY LINE

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Red Line | 92% | 95% | 93% | 80% | 71% | 74% | 71% | 75% | 80% | 82% | 78% | 91% | 82% |
| Blue Line | 84% | 85% | 87% | 65% | 59% | 66% | 61% | 69% | 70% | 70% | 69% | 89% | 74% |
| Orange Line | 86% | 86% | 90% | 67% | 61% | 68% | 63% | 68% | 71% | 72% | 70% | 91% | 75% |
| Green Line | 95% | 96% | 94% | 81% | 74% | 78% | 72% | 74% | 75% | 78% | 82% | 90% | 82% |
| Yellow Line | 92% | 93% | 89% | 72% | 65% | 69% | 65% | 69% | 71% | 72% | 77% | 87% | 77% |
| Silver Line | 88% | 88% | 92% | 68% | 66% | 72% | 66% | 74% | 76% | 77% | 76% | 93% | 79% |

## MYTRIPTIME RAIL CUSTOMER ON-TIME PERFORMANCE | BY TIME PERIOD

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| AM Rush [5AM-9:30AM] | 94% | 96% | 95% | 71% | 64% | 70% | 66% | 73% | 74% | 78% | 78% | 94% | 80% |
| Midday [9:30AM-3PM] | 90% | 91% | 90% | 70% | 60% | 66% | 61% | 68% | 69% | 69% | 72% | 90% | 75% |
| PM Rush [3PM-7PM] | 91% | 93% | 92% | 69% | 58% | 63% | 60% | 67% | 70% | 71% | 72% | 91% | 75% |
| Evening [7PM-9:30PM] | 93% | 92% | 95% | 79% | 76% | 79% | 75% | 81% | 82% | 83% | 85% | 92% | 85% |
| Late Night [9:30PM-12AM] | 94% | 95% | 96% | 88% | 87% | 90% | 86% | 86% | 90% | 90% | 92% | 93% | 91% |
| Weekend | 86% | 87% | 90% | 82% | 79% | 84% | 76% | 77% | 83% | 83% | 80% | 88% | 83% |

## METROBUS ON-TIME PERFORMANCE

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 78% | 78% | 74% | 75% | 76% | 78% | 78% | 78% | 78% | N/A | N/A | N/A | 77% |
| FY2021 | 75% | 75% | 75% | 75% | 74% | 74% | 73% | 72% | 76% | 78% | 78% | 78% | 75% |
| FY2022 | 78% | 78% | 77% | 77% | 77% | 77% | N/A | 77% | 77% | 77% | 77% | 77% | 77% |

## METROBUS ON-TIME PERFORMANCE | BY TIME PERIOD

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| AM Early [4AM-6AM] | 84% | 84% | 84% | 84% | 84% | 84% | N/A | 82% | 84% | 84% | 84% | 84% | #N/A |
| AM Peak [6AM-9AM] | 81% | 80% | 80% | 80% | 80% | 80% | N/A | 79% | 81% | 80% | 80% | 80% | #N/A |
| Midday [9AM-3PM] | 79% | 78% | 79% | 78% | 78% | 77% | N/A | 78% | 78% | 78% | 77% | 77% | #N/A |
| PM Peak [3PM-7PM] | 75% | 74% | 72% | 72% | 72% | 72% | N/A | 73% | 72% | 73% | 73% | 72% | #N/A |
| Early Night [7PM-11PM] | 79% | 79% | 78% | 77% | 79% | 79% | N/A | 78% | 78% | 79% | 79% | 77% | #N/A |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Late Night [11PM-4AM] | 77% | 77% | 76% | 76% | 77% | 76% | N/A | 76% | 77% | 77% | 76% | 76% | #N/A |

**METROBUS ON-TIME PERFORMANCE |** BY SERVICE TYPE

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 12-minute | N/A | N/A | N/A | 76% | 77% | 76% | N/A | 76% | 76% | 76% | 77% | 76% | 67% |
| 20-minute | N/A | N/A | N/A | 79% | 79% | 79% | N/A | 78% | 79% | 80% | 79% | 79% | 79% |
| All Other Service | 78% | 78% | 77% | 77% | 77% | 77% | N/A | 77% | 78% | 77% | 77% | 76% | 77% |
| Early | 11% | 10% | 9% | 10% | 10% | 10% | N/A | 12% | 10% | 9% | 9% | 10% | 10% |
| Late | 11% | 12% | 13% | 13% | 12% | 13% | N/A | 11% | 13% | 13% | 14% | 14% | 13% |

**METROACCESS ON-TIME PICK-UP PERFORMANCE**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 89% | 89% | 87% | 88% | 90% | 91% | 91% | 91% | 93% | 97% | 97% | 97% | 91% |
| FY2021 | 97% | 97% | 97% | 97% | 97% | 96% | 97% | 96% | 96% | 96% | 95% | 95% | 96% |
| FY2022 | 96% | 94% | 93% | 92% | 93% | 93% | 94% | 95% | 94% | 93% | 93% | 94% | 94% |

**RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN DELAY**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 144,510 | 188,206 | 292,729 | 192,718 | 211,038 | 237,499 | 244,666 | 416,767 | 817,083 | 343,530 | 342,375 | 350,532 | 245,476 |
| FY2021 | 257,108 | 229,463 | 198,095 | 237,311 | 222,876 | 296,163 | 381,439 | 390,774 | 468,012 | 668,798 | 573,704 | 383,009 | 314,389 |
| FY2022 | 340,119 | 418,982 | 287,612 | 148,861 | 82,266 | 164,348 | 99,116 | 86,313 | 100,168 | 197,337 | 103,977 | 88,074 | 146,251 |

**RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN DELAY |** BY RAILCAR SERIES

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2000 series | N/A | N/A | N/A | 34,528 | 75,209 | 134,235 | 56,756 | 79,972 | 49,778 | 163,857 | 61,072 | 48,695 | 70,055 |
| 3000 series | 193,376 | 78,392 | 110,597 | 76,202 | 74,569 | 191,051 | 106,605 | 79,706 | 105,834 | 182,864 | 111,020 | 88,766 | 104,122 |
| 6000 series | N/A | N/A | N/A | 18,326 | N/A | 131,946 | 171,271 | 162,777 | 328,850 | 365,615 | 142,129 | 330,299 | 184,821 |
| 7000 series | 369,468 | 608,199 | 374,862 | 449,761 | N/A | 128,013 | N/A | N/A | N/A | N/A | N/A | 41,388 | 382,884 |

**RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 15,344 | 19,374 | 20,799 | 20,998 | 20,784 | 23,425 | 26,760 | 24,142 | 37,567 | 94,471 | 81,518 | 68,396 | 24,010 |
| FY2021 | 48,762 | 27,890 | 13,882 | 34,393 | 31,244 | 33,847 | 44,584 | 57,893 | 54,420 | 54,820 | 58,433 | 48,956 | 35,208 |
| FY2022 | 44,044 | 36,892 | 53,188 | 28,658 | 14,145 | 21,144 | 20,179 | 19,878 | 18,379 | 22,553 | 18,735 | 18,301 | 24,918 |

**RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE |** BY RAILCAR SERIES

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2000 series | N/A | N/A | N/A | 6,278 | 8,631 | 15,609 | 17,027 | 19,304 | 13,576 | 21,143 | 15,268 | 15,440 | 14,648 |
| 3000 series | 13,813 | 10,888 | 18,781 | 14,037 | 15,109 | 23,158 | 19,224 | 19,927 | 18,719 | 23,705 | 21,824 | 19,328 | 18,754 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 6000 series | N/A | N/A | 22,630 | 5,727 | 41,144 | 18,849 | 34,254 | 20,347 | 24,359 | 20,312 | 15,306 | 17,084 | 19,167 |
| 7000 series | 57,134 | 44,502 | 73,343 | 78,219 | N/A | 32,003 | N/A | N/A | N/A | N/A | N/A | 25,867 | 58,354 |

**BUS FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 6,166 | 6,001 | 6,066 | 7,006 | 7,788 | 8,527 | 8,533 | 7,785 | 10,506 | 12,758 | 14,028 | 10,310 | 7,652 |
| FY2021 | 8,609 | 8,491 | 9,599 | 9,081 | 9,555 | 10,394 | 10,944 | 10,821 | 9,494 | 8,838 | 7,860 | 7,310 | 9,151 |
| FY2022 | 7,903 | 8,227 | 8,649 | 8,163 | 8,796 | 9,769 | 12,238 | 9,208 | 8,947 | 10,081 | 8,164 | 8,880 | 8,918 |

**BUS FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE** | BY FUEL TYPE

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CNG | 9,557 | 9,870 | 11,482 | 11,144 | 11,045 | 11,538 | 13,855 | 10,334 | 8,710 | 10,174 | 9,854 | 10,671 | 10,527 |
| HYBRID | 7,139 | 7,133 | 6,689 | 6,324 | 7,411 | 8,370 | 10,475 | 7,672 | 7,640 | 8,247 | 6,081 | 7,148 | 7,337 |
| CLEAN DIESEL | 8,857 | 11,225 | 16,607 | 14,842 | 11,676 | 13,753 | 16,086 | 14,528 | 14,792 | 18,181 | 14,705 | 11,877 | 13,693 |

**METROACCESS FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 23,823 | 24,162 | 26,297 | 25,137 | 22,691 | 21,738 | 23,118 | 29,861 | 35,570 | 34,626 | 34,362 | 22,851 | 25,462 |
| FY2021 | 18,965 | 18,589 | 22,287 | 34,104 | 25,943 | 30,214 | 28,870 | 17,219 | 28,400 | 24,075 | 29,110 | 20,580 | 23,951 |
| FY2022 | 28,099 | 20,742 | 25,017 | 28,625 | 18,969 | 22,543 | 18,339 | 19,438 | 21,998 | 25,813 | 25,291 | 26,043 | 23,101 |

**ELEVATOR AVAILABILITY**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 96% | 97% | 97% | 98% | 97% | 97% | 97% | 97% | 96% | 97% | 98% | 98% | 97% |
| FY2021 | 97% | 98% | 97% | 97% | 98% | 98% | 98% | 99% | 99% | 99% | 99% | 99% | 98% |
| FY2022 | 97% | 97% | 96% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% | 98% |

**ESCALATOR AVAILABILITY**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 94% | 94% | 94% | 95% | 95% | 96% | 96% | 96% | 97% | 96% | 96% | 94% | 95% |
| FY2021 | 94% | 94% | 94% | 95% | 94% | 94% | 94% | 95% | 95% | 95% | 96% | 96% | 95% |
| FY2022 | 94% | 93% | 93% | 93% | 93% | 94% | 93% | 92% | 92% | 93% | 93% | 93% | 93% |

**AVAILABLE TRACK**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 10.0% | 10.7% | 10.7% | 0.5% | 2.3% | 2.0% | 0.1% | 0.1% | 0.1% | 0.1% | 0.0% | 18.9% | 4.6% |
| FY2021 | 18.8% | 22.2% | 4.7% | 0.0% | 0.6% | 0.8% | 0.1% | 0.1% | 2.4% | 3.1% | 4.7% | 6.5% | 5.3% |
| FY2022 | 6.5% | 8.3% | 7.0% | 4.6% | 5.9% | 6.1% | 5.6% | 0.7% | 0.4% | 0.1% | 0.0% | 6.0% | 4.3% |

## OFFLOADS

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 96 | 62 | 93 | 61 | 69 | 75 | 71 | 70 | 44 | 9 | 24 | 15 | 689 |
| FY2021 | 15 | 30 | 49 | 37 | 41 | 41 | 27 | 31 | 25 | 22 | 27 | 29 | 374 |
| FY2022 | 43 | 34 | 31 | 50 | 55 | 42 | 50 | 42 | 49 | 37 | 64 | 58 | 555 |

## METRORAIL CROWDING

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 [>23 passengers per car] | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.0% | 0.2% | 0.2% | 0.2% | 0.1% |
| FY2021 [>23 passengers per car] | 0.8% | 0.2% | 0.1% | 0.0% | 0.5% | 0.1% | 1.3% | 0.1% | 0.1% | 0.1% | 1.1% | 2.2% | 0.6% |
| FY2022 [>75 passengers per car] | 0.4% | 0.0% | 0.0% | 1.0% | 0.7% | 0.3% | 0.1% | 0.1% | 1.1% | 1.8% | 2.6% | 3.7% | 1.2% |

## METRORAIL CROWDING | BY LINE

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Red Line | 0.3% | 0.0% | 0.0% | 1.5% | 1.2% | 0.7% | 0.2% | 0.3% | 1.2% | 1.5% | 3.6% | 4.6% | 1.5% |
| Blue Line | 0.4% | 0.0% | 0.0% | 0.5% | 0.5% | 0.0% | 0.1% | 0.0% | 0.8% | 1.6% | 1.7% | 2.5% | 0.9% |
| Orange Line | 0.5% | 0.0% | 0.0% | 0.8% | 0.8% | 0.2% | 0.1% | 0.0% | 2.0% | 2.0% | 4.0% | 9.2% | 1.8% |
| Green Line | 1.0% | 0.2% | 0.1% | 1.0% | 0.2% | 0.2% | 0.0% | 0.1% | 0.8% | 3.0% | 2.2% | 2.5% | 1.1% |
| Yellow Line | 0.5% | 0.0% | 0.0% | 0.7% | 0.2% | 0.0% | 0.2% | 0.0% | 1.1% | 2.8% | 1.8% | 2.1% | 1.0% |
| Silver Line | 0.3% | 0.0% | 0.0% | 0.4% | 0.5% | 0.0% | 0.1% | 0.0% | 0.5% | 1.0% | 1.0% | 1.7% | 0.6% |

## METRORAIL CROWDING | BY TIME PERIOD

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Weekday | 0.1% | 0.0% | 0.0% | 1.2% | 0.8% | 0.4% | 0.2% | 0.1% | 1.2% | 2.0% | 3.1% | 4.4% | 1.4% |
| AM Rush [5AM-9:30AM] | 0.1% | 0.0% | 0.0% | 1.3% | 0.9% | 0.5% | 0.0% | 0.1% | 1.5% | 2.3% | 4.5% | 5.9% | 1.9% |
| Midday [9:30AM-3PM] | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% | 0.0% |
| PM Rush [3PM-7PM] | 0.1% | 0.0% | 0.0% | 2.1% | 1.6% | 0.6% | 0.4% | 0.3% | 2.1% | 3.7% | 4.7% | 7.3% | 2.4% |
| Evening [7PM-9:30PM] | 0.1% | 0.0% | 0.0% | 0.1% | 0.0% | 0.1% | 0.0% | 0.1% | 0.1% | 0.5% | 0.5% | 0.6% | 0.2% |
| Late Night [9:30PM-12AM] | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% | 0.4% |
| Weekend | 0.3% | 0.1% | 0.0% | 0.4% | 0.3% | 0.0% | 0.1% | 0.0% | 0.8% | 1.2% | 0.8% | 0.8% | 0.5% |

## METROBUS CROWDING

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 [>20 passengers per 40' bus] | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 6.3% | 2.2% | 3.0% | 5.3% | 3.9% |
| FY2021 [>20 passengers per 40' bus] | 6.7% | 4.8% | 3.2% | 3.7% | 3.4% | 3.3% | 2.1% | 2.1% | 2.6% | 3.1% | 3.8% | 4.2% | 3.5% |
| FY2022 [>30 passengers per 40' bus] | 0.8% | 1.0% | 1.5% | 1.7% | 1.6% | 1.4% | 1.4% | 1.2% | 1.6% | 1.6% | 1.9% | 1.9% | 1.5% |

## METROBUS CROWDING | BY TIME PERIOD

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Weekday | 0.8% | 1.0% | 1.8% | 1.9% | 1.8% | 1.6% | 2.0% | 1.5% | 1.8% | 1.8% | 2.2% | 2.1% | 1.7% |
| AM Early [4AM-6AM] | 0.5% | 0.6% | 0.7% | 0.7% | 0.6% | 0.5% | 2.1% | 0.7% | 0.5% | 0.6% | 1.0% | 1.2% | 0.7% |
| AM Peak [6AM-9AM] | 0.5% | 0.8% | 2.6% | 2.5% | 2.4% | 1.9% | 3.1% | 1.9% | 2.3% | 2.1% | 2.9% | 2.3% | 2.1% |
| Midday [9AM-3PM] | 1.1% | 1.2% | 1.4% | 0.4% | 0.2% | 0.3% | 0.2% | 0.2% | 1.5% | 1.7% | 1.8% | 2.0% | 1.2% |
| PM Peak [3PM-7PM] | 1.2% | 1.6% | 2.8% | 0.2% | 0.2% | 0.3% | 0.1% | 0.2% | 3.0% | 2.8% | 3.5% | 3.1% | 2.4% |
| Early Night [7PM-11PM] | 0.4% | 0.4% | 0.3% | 1.6% | 1.6% | 1.6% | 1.6% | 1.2% | 0.4% | 0.5% | 0.6% | 0.8% | 1.1% |
| Late Night [11PM-4AM] | 0.4% | 0.3% | 0.2% | 3.3% | 3.1% | 2.5% | 3.5% | 2.5% | 0.3% | 0.6% | 0.5% | 0.4% | 2.4% |
| Weekend | 0.9% | 1.1% | 0.7% | 0.9% | 0.8% | 0.7% | 0.3% | 0.5% | 0.7% | 1.1% | 1.0% | 1.3% | 0.8% |

**METRORAIL CUSTOMER SATISFACTION RATING***

| | Q1 | Q2 | Q3 | Q4 |
|---|---|---|---|---|
| FY2020 | 79% | 83% | 85% | N/A |
| FY2021 | N/A | N/A | N/A | 91% |
| FY2022 | 91% | 73% | 68% | 69% |

**METROBUS CUSTOMER SATISFACTION RATING***

| | Q1 | Q2 | Q3 | Q4 |
|---|---|---|---|---|
| FY2020 | 76% | 79% | 76% | N/A |
| FY2021 | 64% | 84% | 88% | 81% |
| FY2022 | 87% | 72% | 64% | 69% |

# FINANCIAL RESPONSIBILITY

**OPERATING COST PER PASSENGER TRIP - SYSTEM**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | $5.45 | $5.20 | $6.23 | $4.91 | $6.02 | $8.11 | $6.68 | $6.23 | $11.24 | $59.74 | $53.73 | $44.95 | $8.35 |
| FY2021 | $32.79 | $27.25 | $25.64 | $22.52 | $23.52 | $26.23 | $28.93 | $25.16 | $23.69 | $18.73 | $16.23 | $16.01 | $22.90 |
| FY2022 | $14.28 | $15.75 | $13.36 | $11.34 | $12.91 | $14.28 | $18.70 | $16.38 | $12.00 | $11.17 | $11.64 | $10.33 | $13.15 |

**FY22 OPERATING COST PER PASSENGER TRIP - MODE**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| RAIL | $19.67 | $21.41 | $19.05 | $15.55 | $18.48 | $21.48 | $25.74 | $24.80 | $14.36 | $13.67 | $14.84 | $11.68 | $17.53 |
| BUS | $9.40 | $9.04 | $7.99 | $7.19 | $7.91 | $8.38 | $11.82 | $9.39 | $8.35 | $7.49 | $7.72 | $7.37 | $8.35 |
| ACCS | $44.25 | $165.31 | $99.66 | $94.39 | $97.90 | $102.58 | $138.08 | $97.69 | $119.96 | $109.49 | $111.37 | $125.25 | $108.35 |

**FAREBOX RECOVERY RATIO - SYSTEM**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 40% | 42% | 34% | 44% | 36% | 27% | 33% | 35% | 19% | 2% | 1% | 1% | 25% |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2021 | 3% | 4% | 4% | 5% | 5% | 4% | 5% | 5% | 6% | 7% | 8% | 10% | 5% |
| FY2022 | 11% | 10% | 10% | 12% | 12% | 9% | 9% | 9% | 13% | 14% | 14% | 13% | 11% |

**FY22 FAREBOX RECOVERY RATIO - MODE**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| RAIL | 14% | 14% | 13% | 16% | 15% | 12% | 12% | 11% | 18% | 19% | 19% | 21% | 15% |
| BUS | 6% | 7% | 6% | 7% | 9% | 6% | 6% | 6% | 7% | 9% | 9% | 4% | 7% |
| ACCS | 6% | 2% | 4% | 4% | 4% | 3% | 2% | 3% | 3% | 3% | 3% | 2% | 3% |

**OPERATING COST PER SERVICE MILE - SYSTEM**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | $11.40 | $10.33 | $12.80 | $10.37 | $11.59 | $15.00 | $12.69 | $12.01 | $16.32 | $27.85 | $28.51 | $38.89 | $14.78 |
| FY2021 | $29.46 | $18.04 | $16.42 | $15.08 | $15.26 | $16.00 | $16.05 | $14.29 | $15.26 | $13.37 | $14.07 | $13.59 | $15.73 |
| FY2022 | $14.37 | $15.71 | $12.87 | $13.76 | $18.48 | $18.77 | $20.66 | $20.59 | $17.74 | $17.66 | $18.61 | $17.45 | $16.85 |

**OPERATING COST PER SERVICE MILE - MODE**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| RAIL | $15.53 | $16.36 | $12.68 | $15.34 | $26.96 | $25.91 | $26.04 | $29.92 | $21.54 | $22.28 | $22.73 | $19.78 | $19.84 |
| BUS | $20.06 | $18.81 | $18.02 | $16.66 | $17.54 | $18.05 | $21.65 | $19.47 | $18.32 | $17.53 | $19.29 | $19.25 | $19.07 |
| ACCS | $2.53 | $9.25 | $5.56 | $5.36 | $6.06 | $6.17 | $7.40 | $5.39 | $8.07 | $7.44 | $7.50 | $8.47 | $6.54 |

**OPERATING COST PER REVENUE HOUR - SYSTEM**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | $174.33 | $159.78 | $200.35 | $162.49 | $182.78 | $237.35 | $200.58 | $189.50 | $259.78 | $438.43 | $440.12 | $564.70 | $230.91 |
| FY2021 | $439.95 | $294.53 | $269.47 | $243.88 | $246.18 | $256.90 | $259.15 | $229.63 | $246.52 | $215.48 | $224.25 | $201.67 | $252.44 |
| FY2022 | $225.81 | $242.97 | $210.08 | $210.20 | $256.17 | $265.38 | $295.16 | $293.37 | $245.33 | $247.08 | $261.43 | $248.89 | $247.57 |

**OPERATING COST PER REVENUE HOUR - MODE**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| RAIL | $355.24 | $363.44 | $294.39 | $355.71 | $625.47 | $601.21 | $603.88 | $696.58 | $502.02 | $518.79 | $529.27 | $458.66 | $457.89 |
| BUS | $202.47 | $193.02 | $181.85 | $168.10 | $176.98 | $182.18 | $217.71 | $196.35 | $184.66 | $176.88 | $194.84 | $194.28 | $191.25 |
| ACCS | $33.70 | $127.82 | $79.84 | $78.60 | $81.01 | $82.46 | $96.17 | $73.07 | $92.40 | $87.71 | $87.14 | $97.09 | $84.77 |

**VACANCY RATE**

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY2020 | 6% | 6% | 6% | 6% | 6% | 7% | 7% | 6% | 6% | 6% | 6% | 6% | 6% |
| FY2021 | 7% | 7% | 7% | 7% | 7% | 7% | 8% | 8% | 8% | 8% | 9% | 10% | 10% |
| FY2022 | 10% | 10% | 10% | 12% | 11% | 11% | 11% | 11% | 11% | 11% | 11% | 11% | 11% |

# SUSTAINABILITY

| ENERGY USE (Mbtu/vehicle mile) | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
| FY2020 | 39.3 | 39.9 | 39.0 | 36.0 | 37.5 | 39.7 | 38.5 | 38.0 | 38.9 | 49.5 | 52.5 | 58.3 | 40.3 |
| FY2021 | 65.0 | 44.1 | 37.4 | 36.1 | 37.1 | 41.2 | 41.1 | 42.3 | 35.3 | 36.8 | 36.3 | 38.7 | 39.7 |
| FY2022 | 42.9 | 40.3 | 37.1 | 40.8 | 47.3 | 48.6 | 55.3 | 49.6 | 43.4 | 43.9 | 40.6 | 41.2 | 43.5 |

| GREENHOUSE GAS EMISSIONS (kg CO2e/vehicle mile) | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
| FY2020 | 3.29 | 3.36 | 3.33 | 3.00 | 3.10 | 3.30 | 3.19 | 3.13 | 3.29 | 4.24 | 4.60 | 5.06 | 3.39 |
| FY2021 | 5.59 | 3.75 | 3.16 | 3.01 | 3.05 | 3.39 | 3.37 | 3.47 | 2.88 | 3.07 | 3.04 | 3.26 | 3.31 |
| FY2022 | 3.61 | 3.34 | 3.13 | 3.33 | 3.70 | 3.84 | 4.47 | 3.93 | 3.37 | 3.49 | 3.21 | 3.34 | 3.34 |

| WATER USE (gallons/vehicle mile) | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | FY |
| FY2020 | 1.48 | 0.98 | 1.01 | 0.76 | 0.73 | 0.40 | 0.48 | 0.37 | 0.44 | 1.36 | 1.24 | 1.58 | 0.82 |
| FY2021 | 2.84 | 1.35 | 0.79 | 0.81 | 0.52 | 0.39 | 0.54 | 0.57 | 0.46 | 0.65 | 1.05 | 0.94 | 0.80 |
| FY2022 | 1.40 | 1.28 | 0.81 | 0.99 | 0.80 | 0.79 | 0.88 | 0.76 | 0.71 | 0.93 | 0.90 | 1.39 | 0.99 |

# RIDERSHIP

| KPI | How is it measured? | What does this mean and why is it key to our strategy? |
|---|---|---|
| **Ridership** | Total Metro ridership<br><br>Metrorail passenger trips + Metrobus passenger boardings + MetroAccess passenger trips | 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.<br><br>Passenger trips are defined as follows:<br><br>► **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.<br><br>► **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. Metrobus totals also include shuttles* to accommodate rail station shutdowns and other track work.<br><br>► **MetroAccess** reports passenger trips. A passenger traveling from an origin to a destination is counted as one passenger trip. Passengers include customers, personal care attendants (PCAs), and companions in accordance with ADA regulations.<br><br>*Metro does not include bus shuttle passenger trips in its budget or published ridership forecasts. |

# **APPENDIX B** | DEFINITIONS
# SAFETY

| KPI | How is it measured? | What does this mean and why is it key to our strategy? |
|---|---|---|
| **Part 1 Crime Rate** | Part I Crimes as a rate of ridership:<br>Part 1 Crime count ÷<br>(Number of passengers ÷ 1,000,000)<br>In other words, the number of crimes per million passenger trips | The FBI's Uniform Crime Reporting program classifies the following as Part 1 Crimes: Criminal Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Larceny, Motor Vehicle Theft, and Arson. To calculate Metro's Part 1 Crime Rate, MTPD looks at these crimes committed: 1) on buses and bus stops, 2) on trains and in rail stations, 3) at Metro-owned parking lots, 4) at other Metro Facilities such as rail yards, bus divisions, headquarters, and MetroAccess vehicles, and 5) in a non-WMATA location but involving WMATA or MTPD property.<br>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 influence whether customers feel safe in the system. |
| **Customer Injury Rate** | Customer injury rate:<br>Number of injuries ÷<br>(Number of passengers ÷ 1,000,000)*<br>In other words, the number of injuries per million passenger trips | 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.<br>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.<br>*per 100,000 passengers for MetroAccess |
| **Employee Injury Rate** | Employee injury rate:<br>Number of injuries ÷ (Total work hours ÷ 200,000)<br>200,000 hours is equivalent to 100 employees working full-time for one year. In other words: the number of employees injured per 100 employees | 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.<br>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. |
| **Fatality Rate** | Number of fatalities reported to the Federal Transit Administration per vehicle revenue miles. | The Federal Transit Agency's Public Transportation Agency Safety Plan identified the fatality rate as a key safety performance measure. Reducing the number of fatalities is a top priority for all transit agencies. This measure includes customer and employee fatalities excluding those from suicide, trespassers, illnesses, drug overdoses, or other natural causes. |

# APPENDIX B | DEFINITIONS
# SAFETY

| KPI | How is it measured? | What does this mean and why is it key to our strategy? |
|---|---|---|
| **NTD Bus Collision Rate** | NTD bus collision rate:<br>Number of NTD reportable collisions ÷<br>(Total number of bus miles operated ÷ 1,000,000)<br>In other words, the number of collisions per million miles driven | 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.<br>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. |
| **Rail Collisions** | Number of rail collisions | 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.<br>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. |
| **Derailments** | Number of derailments | 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.<br>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). |
| **Fire Incidents** | Number of fire incidents | 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.<br>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. |
| **Red Signal Overruns** | Number of red signal overruns | 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.<br>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. |

# SERVICE RELIABILITY

| KPI | How is it measured? | What does this mean and why is it key to our strategy? |
|---|---|---|
| **MyTripTime**<br><br>**(Metrorail Customer On-Time Performance)** | Percentage of customer journeys completed on time<br><br>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.<br><br>Factors that can affect 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<br><br>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<br><br>"Timepoints" are major stops on a bus route that are used to create bus schedules. | Bus on-time performance (OTP) communicates the reliability of bus service, which is a key driver of customer satisfaction and ridership.<br><br>Factors that can affect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by passengers. |
| **MetroAccess On-Time Pick-up Performance** | Adherence to Schedule<br><br>Number of vehicle arrivals at the pick-up location within the 30 minute on-time widow ÷ Total stops | This indicator illustrates how closely MetroAccess adheres to customer pick-up windows on a system-wide basis. MetroAccess customers schedule trips at least one day in advance, and are given a 30-minute pick-up window. MetroAccess on-time pick-up performance is essential to delivering quality service to the customer. |

# SERVICE RELIABILITY

| KPI | How is it measured? | What does this mean and why is it key to our strategy? |
|---|---|---|
| **Rail Fleet Reliability** | Mean Distance Between Delay (MDBD)<br>Total railcar revenue miles ÷<br>Number of failures during revenue service resulting in delays of four or more minutes | 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.<br>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. |
| | Mean Distance Between Failure (MDBF)<br>Total railcar revenue miles ÷<br>Total number of failures occurring during revenue service | |
| **Bus Fleet Reliability** | Mean Distance Between Failures (MDBF)<br>Total bus mileage ÷<br>Total number of mechanical failures occurring during revenue service | 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. |
| **MetroAccess Fleet Reliability** | Mean Distance Between Failures (MDBF)<br>Total MetroAccess vehicle odometer miles ÷<br>Total number of mechanical failures occurring during revenue service | The number of total miles traveled before a mechanical breakdown requiring the van to be removed from service or deviate from the schedule<br>Mean Distance Between Failures is used to monitor trends in vehicle breakdowns that cause vans to go out of service and to plan corrective actions. Factors that influence MetroAccess van fleet reliability include vehicle age, quality of maintenance program, original vehicle quality, and road conditions affected by inclement weather and road construction. |

# SERVICE RELIABILITY

| KPI | How is it measured? | What does this mean and why is it key to our strategy? |
|---|---|---|
| **Elevator and Escalator Availability** | In-service percentage<br>Hours in service ÷ Operating hours<br>Hours in service = Operating hours – Hours out of service<br>Operating hours = Operating hours per unit x number of units | 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.<br>Availability is the percentage of time that Metrorail escalators or elevators in stations and parking garages are in service during operating hours.<br>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.<br>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. |
| **Available Track**<br>(FTA Asset Management performance measure) | Percentage of track segments with performance restrictions at 9:00 AM the first Wednesday of every month<br>Number of track miles with performance restrictions ÷ 234 total miles<br>(There are 234 miles of rail track that trains travel while in revenue service in the Metro system) | 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.<br>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,<br>signaling issues, construction zones, and maintenance causes. FTA considers performance restrictions to be a proxy for both track condition and the underlying guideway condition. |
| **Offloads** | Number of all 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 offloads are railcar performance, rail infrastructure performance, rail operations policies, and customer behavior. |

# SERVICE RELIABILITY

| KPI | How is it measured? | What does this mean and why is it key to our strategy? |
|---|---|---|
| **Rail Crowding** | Percentage of passenger time spent on vehicles exceeding crowding guidelines<br><br>Number of crowded passenger minutes ÷ Total number of passenger minutes | Crowding is a key driver of customer satisfaction with Metrorail service. Crowding measures the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards:<br>► Before Pandemic: 100 passengers per car<br>► Pandemic: 23 passengers per car (before June 11, 2021), 75 passengers per car (after June 11, 2021)<br>Crowding informs decision making regarding asset investments, service plans and scheduling.<br>Factors that can effect crowding include: service reliability, missed trips insufficient schedule, or unusual demand. |
| **Bus Crowding** | Percentage of bus stops encountered by a bus that exceeds crowding guidelines<br><br>Number of bus stops encountered by a crowded bus ÷ Total number of bus stops encountered | Crowding is a key driver of customer satisfaction with Metrobus service. Crowding measures the percentage of bus stops encountered by a bus that exceeds crowding guidelines per WMATA service standards:<br>► Before Pandemic: 120% of seated capacity during peak for BRT, framework, and coverage routes, 100% off peak and at all times on commuter routes<br>► Pandemic: 50% of seated capacity before FY22, 75% of seated capacity in FY22<br>Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can affect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.<br>Note: Prior to the adoption of the Metrobus Service Guidelines in December 2020, crowding guidelines were 120% of seated load for all services except express bus during peak. |
| **Customer Satisfaction** | Survey respondent rating:<br><br>Number of survey respondents (active riders) who marked their last Metrorail/Metrobus trip as "very satisfactory" OR the second highest category in a five-point scale<br><br>÷ Total number of 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.<br>Customer satisfaction is defined as the percent of customer survey respondents who rated their *last trip within a 30-day period* on Metrobus or Metrorail as a "5" or "4" in the customer satisfaction survey, with "5" denoting "very satisfied" and "1" denoting "very unsatisfied". Metro distributes this survey through address-based sampling on a biweekly basis, and respondents must meet specific criteria to participate. Results are summarized quarterly. |

# FINANCIAL RESPONSIBILITY

| KPI | How is it measured? | What does this mean and why is it key to our strategy? |
|---|---|---|
| **Operating Cost per Passenger Trip** | Operating Cost / # of Unlinked Passenger Trips | This indicator tracks Metro's operating expenses for each passenger trip. This measure can provide insight into how efficient Metro may be with providing service to passengers and how ridership may affect operating expenses. |
| **Operating Cost per Service Mile** | Operating Cost / # of Service Miles | This indicator tracks Metro's operating expenses for each service mile (also known as a revenue mile) delivered. This measure can provide insight into the operating costs associated with delivering service; it excludes deadhead miles which are miles traveled while the vehicle is not in revenue service. |
| **Operating Cost per Revenue Hour** | Operating Cost / # of Revenue Hours | This indicator tracks operating costs used to fund each hour of revenue service. This measure can provide insight into the operating cost impact associated with Metro's hours of service. |
| **Farebox Recovery Ratio** | Farebox Revenue / Operating Cost | The recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenue paid by passengers. This measure can provide insight into how adequately fare prices and the correlating ridership contribute to Metro's operating financial sustainability. |
| **Vacancy Rate** | Percentage of budgeted positions that are vacant<br>(Number of budgeted positions – number of employees in budgeted positions) ÷ number of budgeted positions | Vacancy Rate is a designator of organization health. When Metro's vacancy rate is low, positions are filled, better meeting Metro's operational and business needs, reducing overtime costs, and improving morale. Vacancy Rate also helps in developing Metro's operating budget. |

# SUSTAINABILITY

| KPI | How is it measured? | What does this mean and why is it key to our strategy? |
|---|---|---|
| **Water Usage** | Rate of gallons of water consumed per vehicle mile:<br><br>Total gallons of water consumed ÷ Total vehicle miles | This measure reflects the level of water consumption Metro uses to run its operations. Water consumption is a key area of Metro's Sustainability Initiative, which brings focus to Metro's efforts to provide stewardship of the environmental systems that support the region. |
| **Energy Usage** | Rate of Thousand British Thermal Units (BTUs) consumed per vehicle mile:<br><br>Energy usage in native units (Gasoline + Diesel + Natural Gas + Compressed Natural Gas + Traction Electricity + Facility Electricity) × (individual formulas to convert to MBTU) ÷ Total vehicle miles | This measure reflects the level of various types of energy Metro uses to provide service and power its operations. Energy consumption is a key area of Metro's Sustainability Initiative, which brings focus to Metro's efforts to provide stewardship of the environmental systems that support the region. |
| **Greenhouse Gas Emissions** | Rate of CO2e emitted per vehicle mile:<br><br>(Energy/fuel consumption used by Metro facilities and revenue and non-revenue vehicles, expressed in native units) x (individual GHG conversion factors for each energy type, result expressed in kilograms) ÷ Total vehicle miles | Greenhouse Gas emissions reflect how Metro sources its energy used to power its operations, as well as the amount of energy it uses. Reducing Greenhouse Gas emissions is a key area of Metro's Sustainability Initiative, which brings focus to Metro's efforts to provide stewardship of the environmental systems that support the region. |