

FY23 Q1 Metro Performance Report

REPORT SUMMARY

Riders' Advisory Council
December 7, 2022



Summary



Customer satisfaction is improving, reflecting actions taken to address safety and reliability concerns



- Average service reliability is at or near target and consistent with Q1 FY22



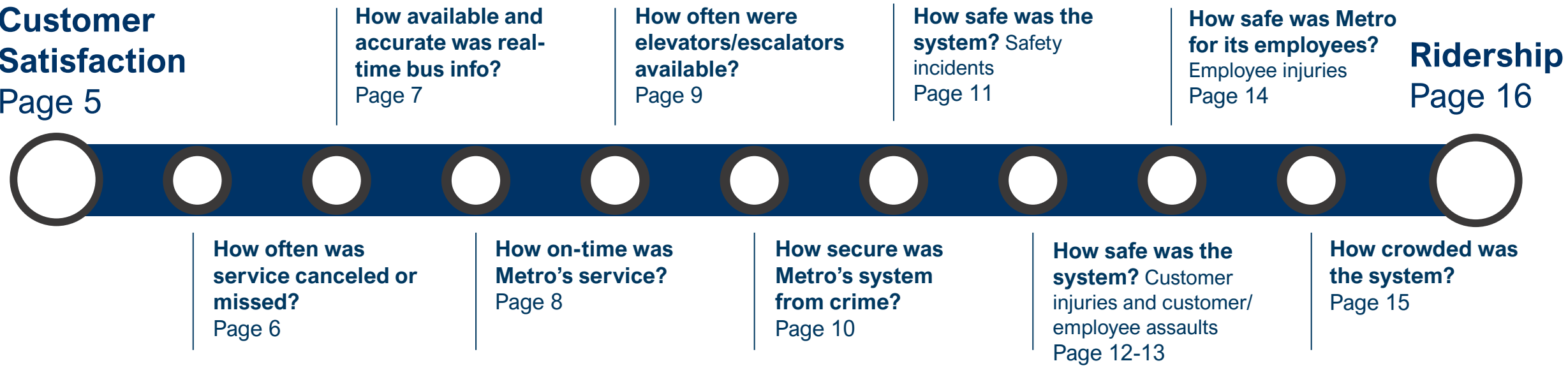
- Crime rate is better than target, with continued decreases in crimes against persons



Silver Line Phase 2 opened November 15



The Metro Customer Experience in KPIs | Q1 FY23

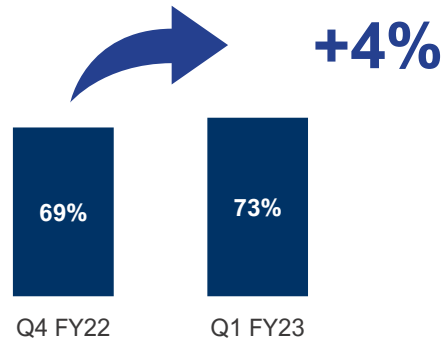


How satisfied were Metro customers with service?

Rail and Bus customer satisfaction rose almost 5 percentage points, reflecting improved reliability and safety; Access satisfaction decreased but remains high

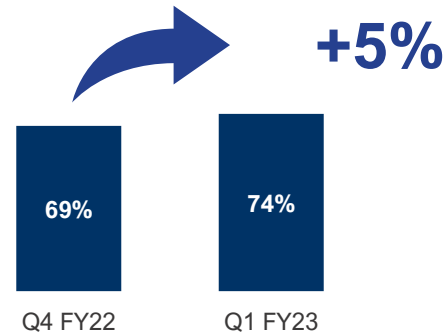
Rail Customer Satisfaction

73% of customers satisfied | target $\geq 79\%$



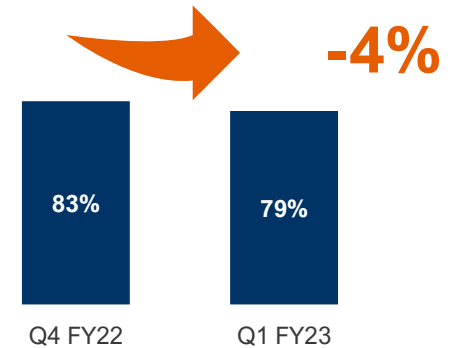
Bus Customer Satisfaction

74% of customers satisfied | target $\geq 76\%$



Access Customer Satisfaction

79% of customers satisfied | target $\geq 90\%$



Doubled 7000-Series trains

6 trains each day in July
12 trains each day in September
decreasing wait times

Operation Helping Hands



Added **25%** more officers in a.m.
15% more officers in p.m.
Riding **130** railcars and **60** buses daily
Engaging with **150+** employees



More Metro Access
Call Center agents

How often was service canceled or missed?

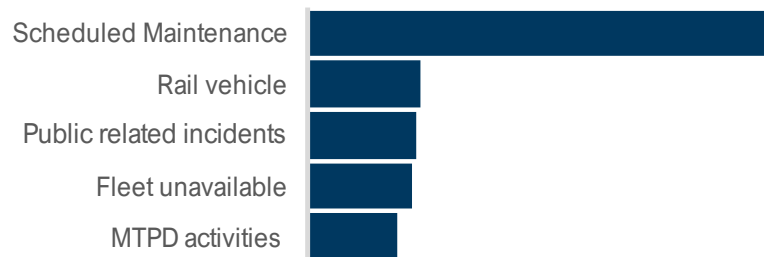
Rail missed 3% of schedule service, with track work leading cause; Bus missed 2% of scheduled trips, mostly due to operator availability



Rail Missed Service

3% of scheduled service missed | Target $\leq 6\%$

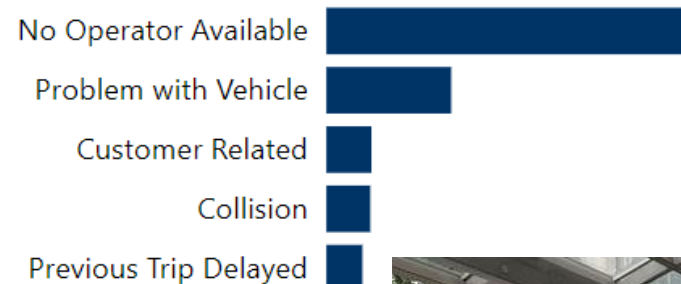
Top five causes of missed stops (not including unknown)



Bus Missed Service

1.8% of scheduled service missed | no target in FY23

Top five causes of missed trips (not including unknown)

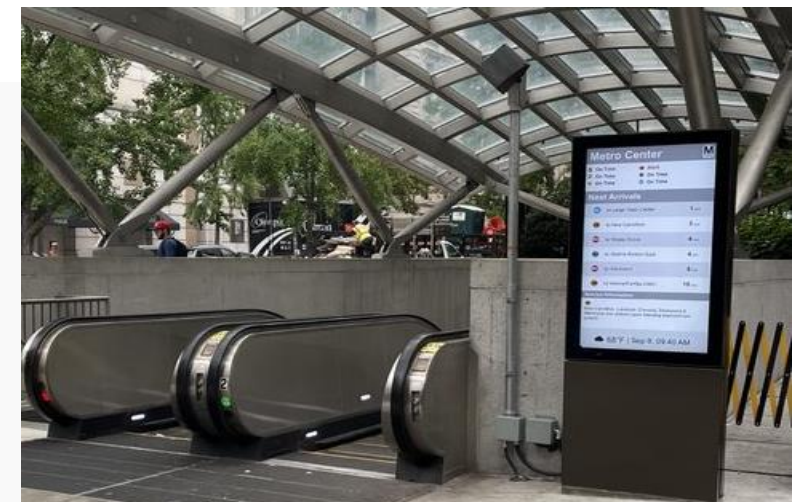


Actions underway to drive improvements

- Held 15+ recruiting events for bus operators; 133 operators in training, goal to recruit 475 more over next year
- Focus on efficiency of overnight track work to minimize amount of maintenance conducted during day

More actions planned in FY23

- Implement software upgrades to improve bus real-time customer information on ghost buses; continuing public messaging for service disruptions of all types



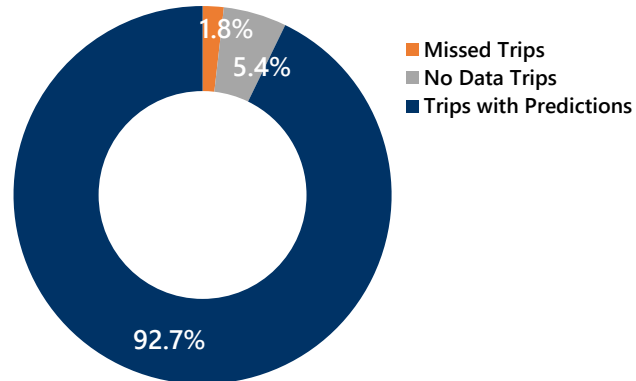
How available and accurate was real-time bus info?

Customers receive real-time arrival predictions for over 9 out of 10 bus trips

Bus Prediction Availability

92.7% (scheduled trips with real-time predictions) | no target in FY23

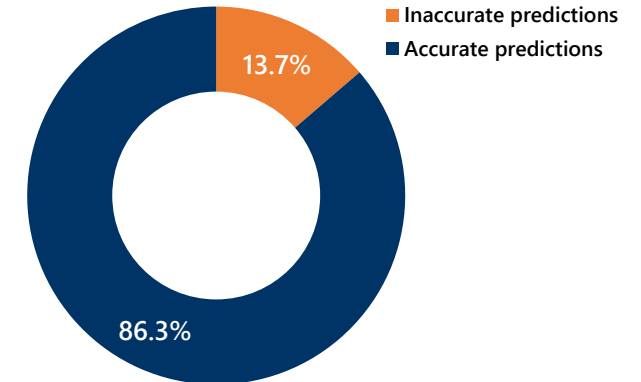
GPS devices that are not logged on or are malfunctioning are the main reason for missing predictions



Bus Prediction Accuracy

86.3% (average accuracy for trips with real-time predictions) | no target in FY23

Predictions are most accurate when buses are close to stops



Actions in Q1 that drove improvements

- Conduct campaigns and coaching to ensure all operators log-on to enable GPS devices, and work with vendor to quickly fix broken units

More actions planned in FY23

- Reduce customer confusion by only showing buses with real-time information in BusETA
- Change predictions for terminal stops from arrival time to departure times to better meet customer needs

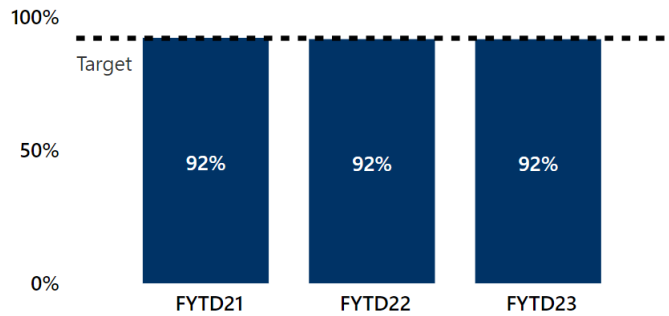
How on-time was Metro's service?

Average service reliability is at or near target, consistent with last year



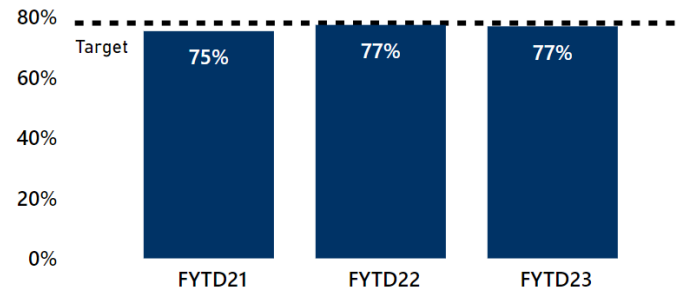
Rail Customer OTP

92% of customer trips within acceptable travel time | target $\geq 92\%$



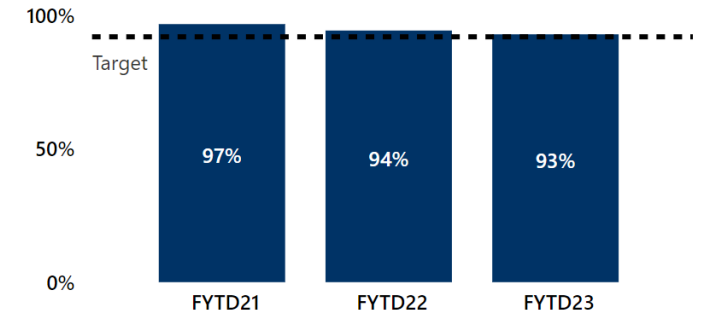
Bus OTP

77% of timepoints delivered on-time | target $\geq 78\%$



Access Customer Pick-Up OTP

93% of customer pick-ups on-time | target $\geq 92\%$



Actions underway to drive improvements

- Reduce wait times for rail customers by doubling number of 7000-series trains
- Repair critical rail infrastructure, ensuring it remains in good condition
- Conduct early departure reduction campaign for bus operators, which can cause customers to miss their bus
- Launch Better Bus to rethink, redesign and revitalize bus service

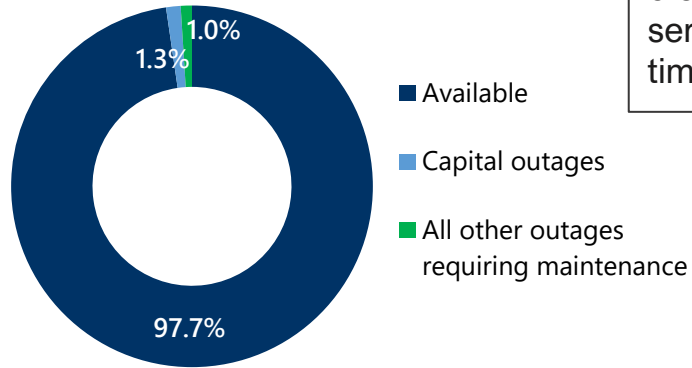


How often were elevators and escalators available?

Rehabs and replacements were main reason for lower escalator availability, with 24 units on average out of service this quarter for capital work (3.8% of the system)

Elevator Availability

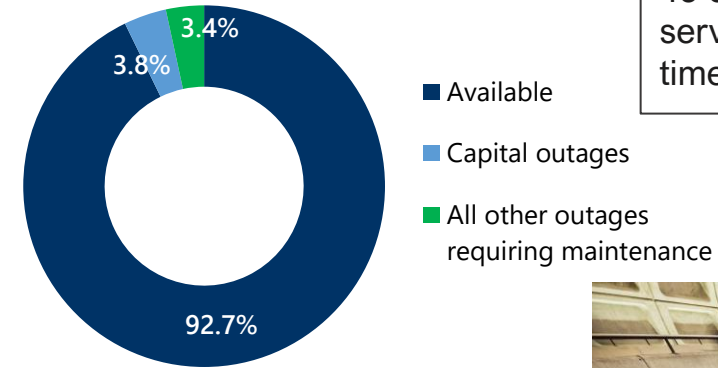
Available 97.7% | target $\geq 97.5\%$



6 of 279 units out of service at any given time in Q1

Escalator Availability

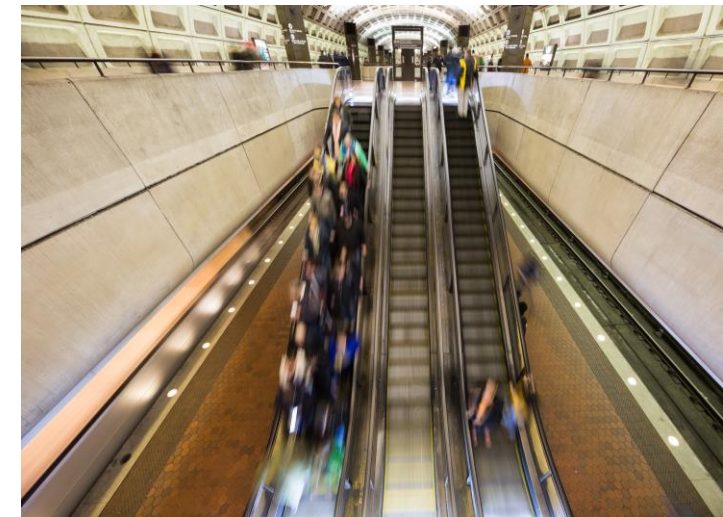
Available 92.7% | target $\geq 92.9\%$



45 of 615 units out of service at any given time in Q1

Actions underway to drive improvements

- Continue current contract to replace 102 elevators started in 2014
- Continue multi-year capital rehab and replacement program to ensure units are in a state of good repair. 70 of the 615 escalators rehabbed or replaced in the last 3 years, with 38 more scheduled for FY23



How secure was Metro's system from crime?

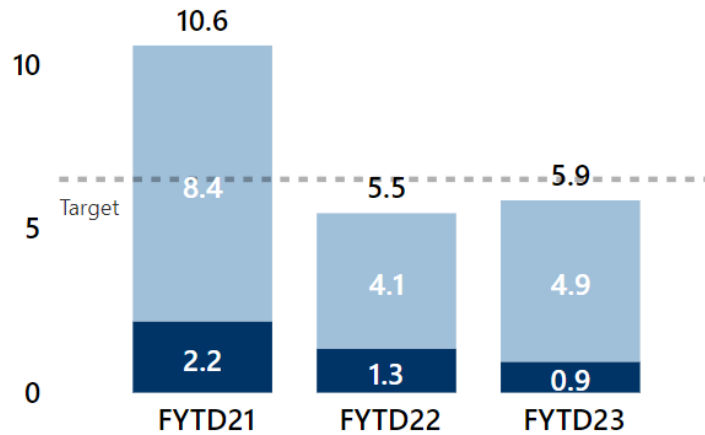
Crime rate was better than target, with theft on Metrorail the most common type of crime



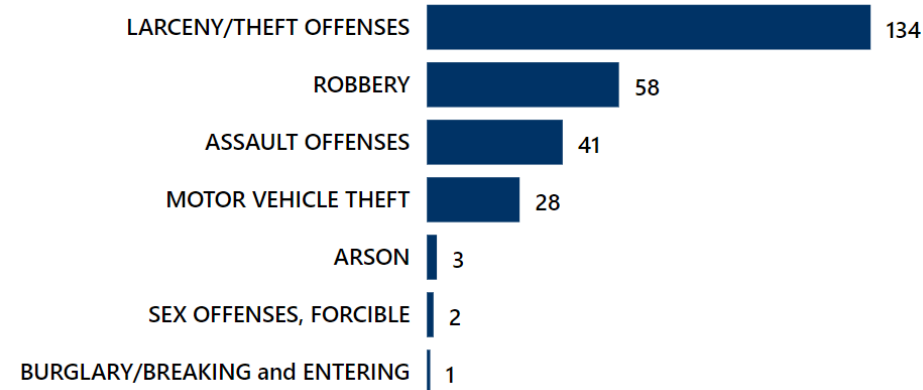
Part 1 Crime Rate

5.9 crimes per million customers | target ≤ 6.5

● Crimes Against Persons ● Crimes Against Property



FY23 Q1 count of crimes by type



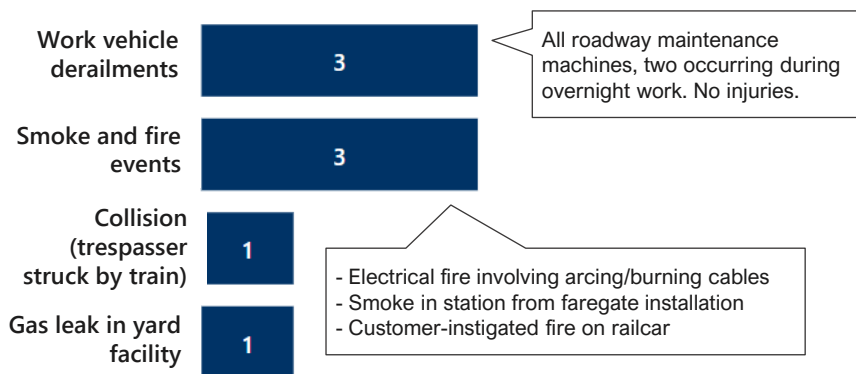
Actions underway to drive improvements

- Operation HelpingHands: 25% more officers in AM and 15% more in PM, engaging with 150+ employees, riding 130 railcars, 60 buses daily
- Recruit four Crisis Intervention Specialists trained in mental health awareness and de-escalation methods

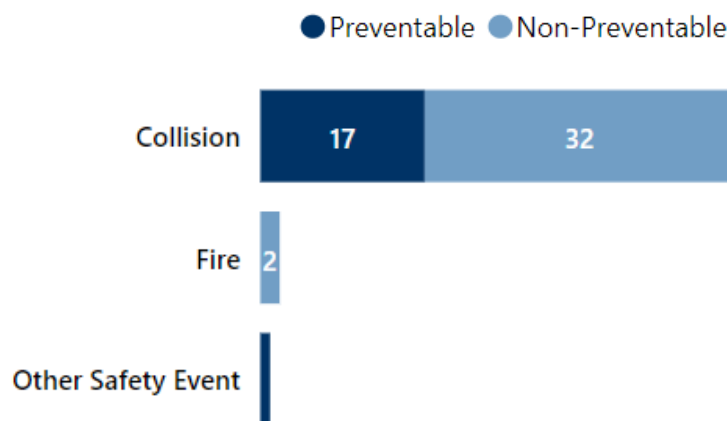
How safe was the system? Major Safety Event Rate

Collisions account for 94% of Bus and Access safety events, with the majority non-preventable. Three derailments of contractor work vehicles in the work zones led to a higher Rail safety event rate

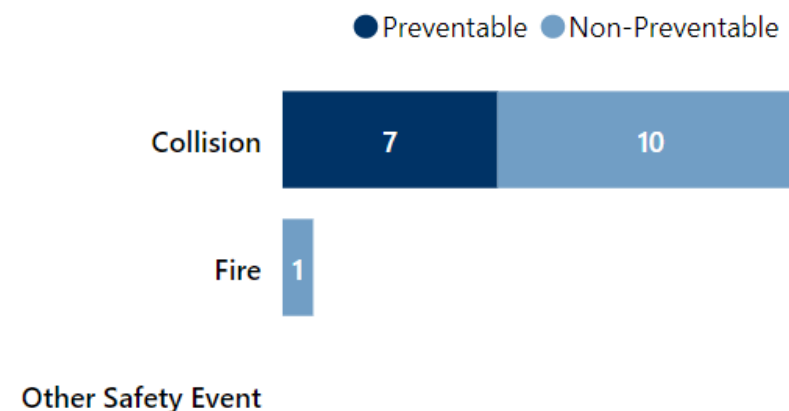
Rail Safety Events 5.7 events per 10 mil rev mi | target ≤ 3.9



Bus Safety Events 54.7 events per 10 mil rev mi | target ≤ 53.0



Access Safety Events 37.2 events per 10 mil rev mi | target ≤ 19.5



Actions underway to drive improvements

- Clean trackbeds and drains and replace insulators to minimize riskiest electrical fires
- Reduce bus collisions by identifying 1) trends in driver behavior and 2) intersections/corridors with multiple crashes to create safety interventions
- Launched MetroAccess safety campaign “Incident Free in '23!”. Held 2-day safety summit with contractors, SAFE, and OCC representatives to align safety strategy and actions

How safe was the system? Customer Injury Rate

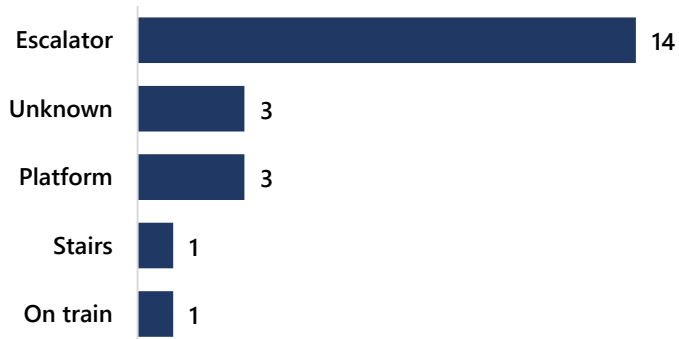
Slips, trips, and falls account for 60% of customer injuries



Rail System Customer Injuries

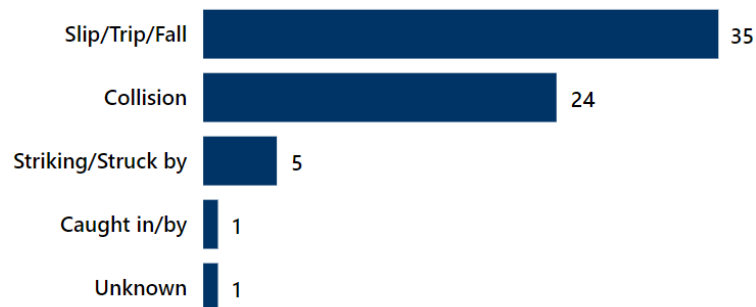
15.7 injuries per 10 mil rev mi | target ≤ 20.6

Slip/trip/falls location within system



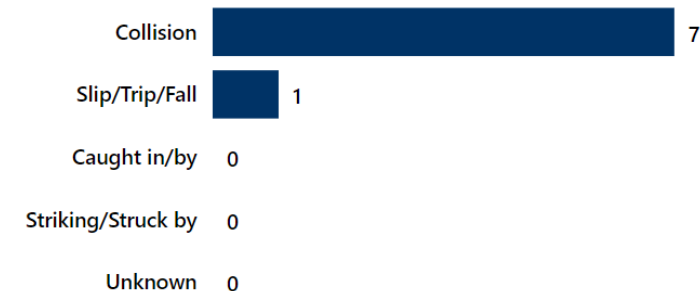
Bus Customer Injuries

69.4 injuries per 10 mil rev mi | target ≤ 56.4



Access Customer Injuries

16.6 injuries per 10 mil rev mi | target ≤ 15.6

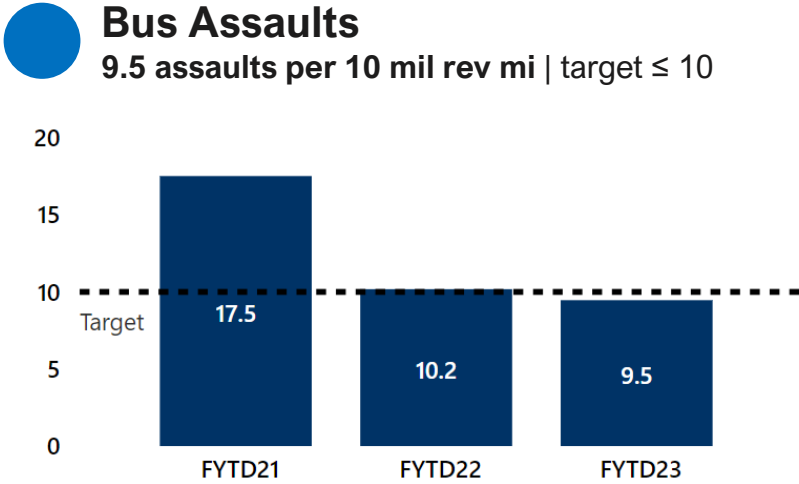
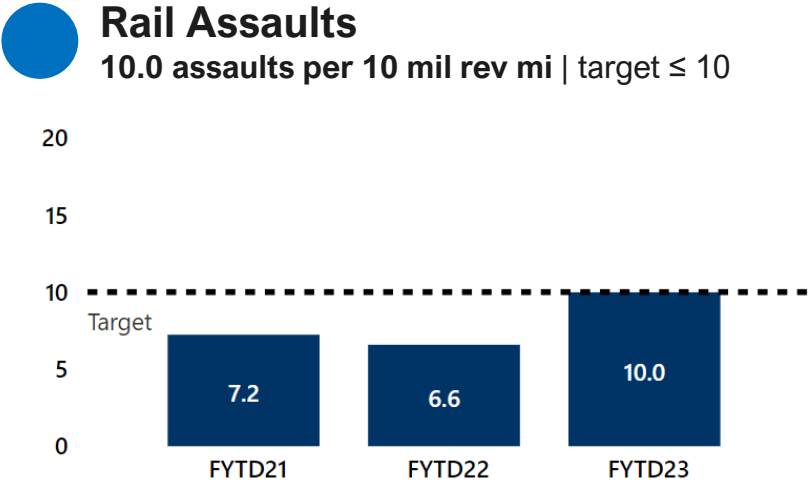


Actions underway to drive improvements

- Completed four-year, 20-station Platform Improvement Project in early September; included safety enhancements such as slip-resistant tile
- Pilot new escalator signage at select rail stations
- Conduct safety campaign to coach bus operators to practice driving behaviors that prevent hard braking, which mitigates both customer falls and collisions
- Review MetroAccess contractor fatigue protocols and trainer qualifications
- Add DriveCam behavioral recognition and alerting capability to MetroAccess fleet
- Implement Safety Management System

How safe was the system? Customer & Employee Assault Rate

Assault Rate is at or below target for all three modes in Q1 of FY23, with seven employee assaults and 16 customer assaults, and 0 assaults for MetroAccess



of Assaults FYTD23

Mode	Employees Assaulted	Customers Assaulted
Bus	3	6
Rail	4	10
Total	7	16

Actions underway to drive improvements

- Train all new bus operators and station managers in de-escalation techniques
- Increase visibility of MTPD officers on bus routes and station platforms with high occurrences of crime

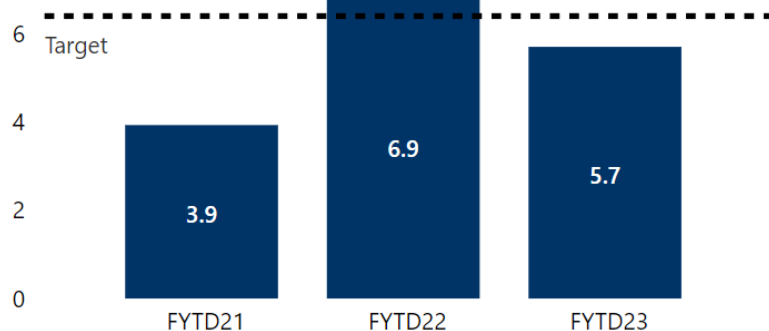
Note: this measure uses the FTA definition of assault, which is an unlawful attack on another person resulting in someone being transported from the scene for medical attention



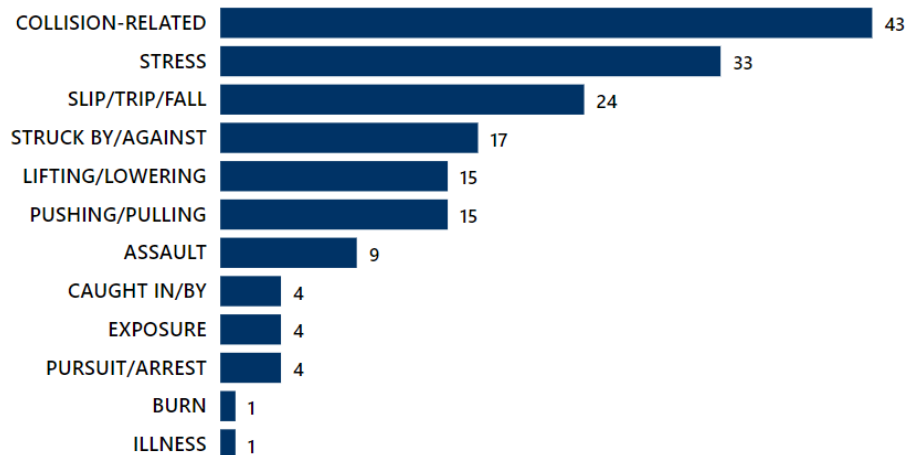
How safe was Metro for its employees?

The employee injury rate was below target for Q1 of FY23, driven by a decrease from last quarter in struck by/against, stress, and assault injuries

Employee Injury Rate 5.7 injuries per 100 employees | target ≤ 6.4



OSHA-recordable Injury Types | Current Quarter



Actions underway to drive improvements

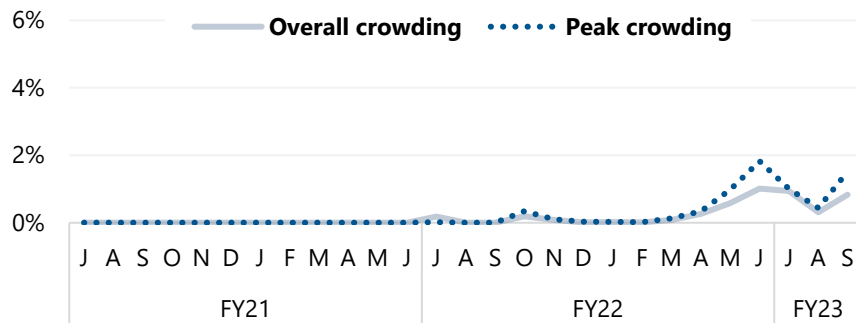
- Reduce collisions by identifying trends in driver behavior and intersections or corridors with multiple crashes to create safety interventions
- Train all new bus operators and station managers in de-escalation techniques
- Increase police presence on Metrobus and Metrorail through Operation HelpingHands

How crowded was the system?

Q1 increases in ridership drove increases in crowding for both rail and bus

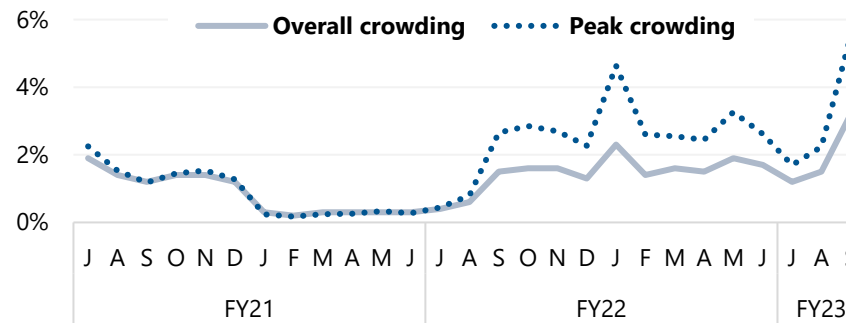
Rail Crowding

.7% of passenger time in crowded conditions (>100 passengers per car) | no target in FY23



Bus Crowding

2% of passenger time crowded conditions (> 40 passengers per bus) | no target in FY23



Fall increases in ridership (school, return to work, tourism) led to more crowding on Bus and Rail. Reduced frequencies lingering from fewer 7000-series trains led to more packed rail cars, especially during peak hours.

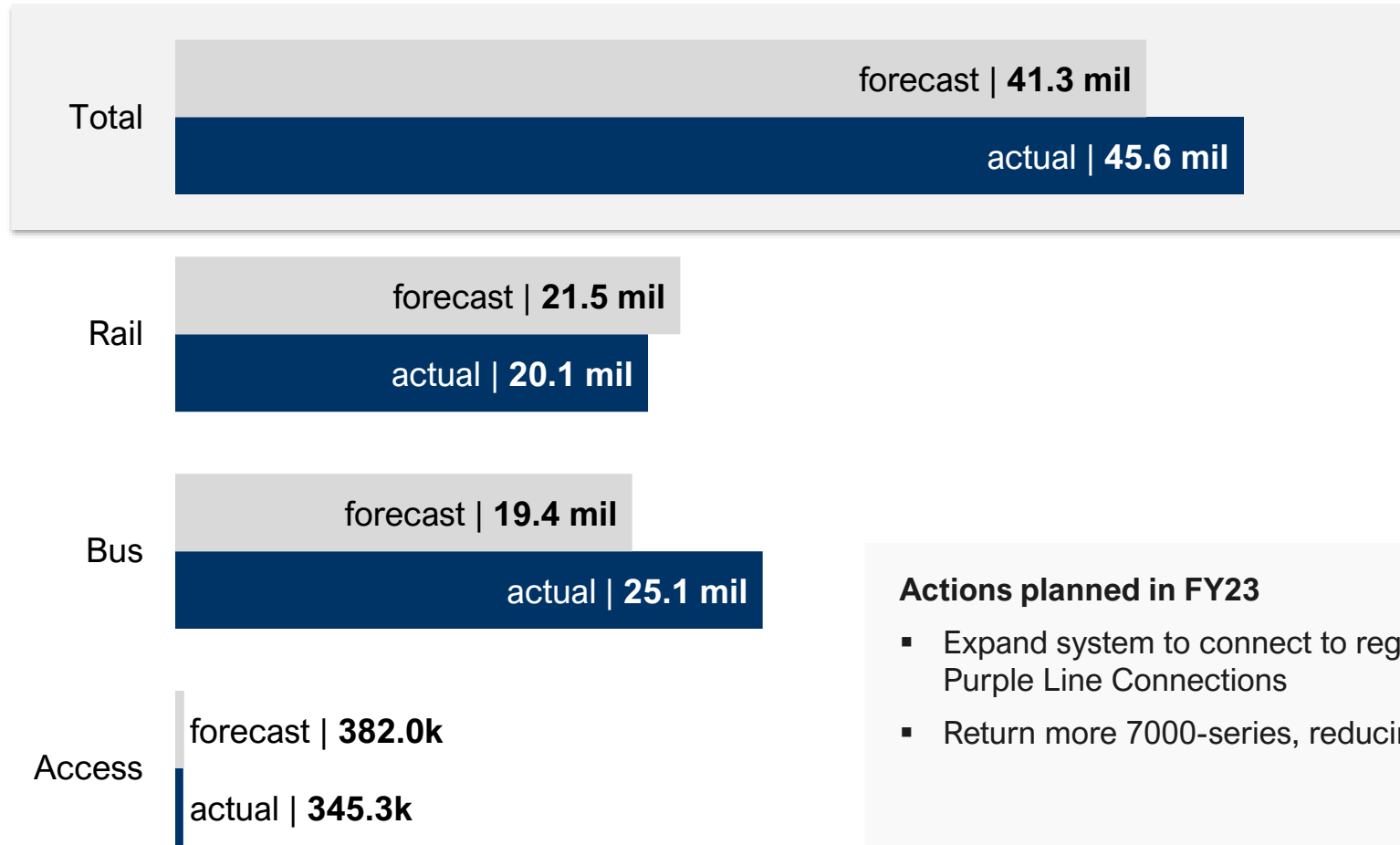
Actions planned in FY23

- Add frequency at busiest times as more 7000-series trains return to service
- Restore frequency in December to bus routes that had previous service reductions



What was ridership in Q1?

Metro carried over 500,000 passengers per weekday in September, about 60% of pre-pandemic ridership



Actions planned in FY23

- Expand system to connect to region's transportation network: Silver Line, Potomac Yard, Purple Line Connections
- Return more 7000-series, reducing wait times