



Safety and Operations Committee

Board Information Item III-B

FY22 Annual Metro Performance Report

Washington Metropolitan Area Transit Authority

Board Action/Information Summary

☐ Action ☒ Information

MEAD Number:
203394

Resolution:
☐ Yes ☒ No

TITLE:

FY2022/Q4 Metro Performance Report

PRESENTATION SUMMARY:

Highlights from the Fourth Quarter (Q4) Fiscal Year (FY) 2022 Metro Performance Report.

PURPOSE:

Inform the Board of Metro's FY2022 performance (July 2021 – June 2022) on safety and service reliability key performance indicators (KPIs) and discuss performance reporting in FY2023.

DESCRIPTION:

There are no Interested Parties in this matter.

Key Highlights:

- Metro set FY2022 targets for metrics related to safety and service reliability in alignment with guidance from the Federal Transit Administration. The targets for Metrorail safety events, customer injuries, crime, escalator availability, bus and rail on-time performance, and bus and rail fleet reliability aim for continuous improvement over prior years' performance. Targets for elevator availability, employee injuries, and serious bus collisions aim to maintain historical performance levels.
- During FY2022, Metro met targets for 19 of 28 key performance metrics.

Background and History:

Metro has publicly reported performance for key operational measures since 2010. The Q4 FY2022 Metro Performance Report highlights performance on a suite of key performance indicators (KPIs) that evaluate how well the agency is delivering its mission to provide safe, equitable, reliable, and cost-effective public transit and meeting the standards the Board has set for safety

and service. These KPIs follow industry standards and align to the safety performance measures established in the Federal Transit Administration's National Public Transportation Safety Plan. The report compares performance for the period of July 2021 – June 2022 to the targets set for the fiscal year.

Within Metro, this data is used on an ongoing basis to inform decision-making. The Department of Safety (SAFE) utilizes multiple datasets to monitor safety activities that impact employees and the riding public. Within Operations, these measures are actively tracked by staff through a series of "Stat" performance review meetings that encourage data-driven analysis and decision-making. These activities all contribute to Metro's performance-based planning and programming approach.

Discussion:

During FY2022, performance was equal to or better than target for 19 of the 28 KPIs used to measure safety, quality service, and fiscal responsibility.

- Performance on 10 safety measures met target: crime; fatalities; Metrorail, Metrobus, and MetroAccess customer injuries; collisions on Metrobus and Metrorail; red signal overruns, Metrorail fire events, and Metrorail derailments were better than or equal to target
- Performance was failed to meet target for two safety measures: employee injuries on Metrorail and Metrobus
- Performance on seven measures of service quality met target: on-time performance for Metrobus and MetroAccess; fleet reliability for all three modes; and elevator and escalator availability
- Performance on four measures of service quality did not meet target: Metrorail customer on-time performance, available track, and Metrobus and Metrorail customer satisfaction
- Targets were met for farebox recovery ratio and operating cost per passenger trip, driven by higher ridership than projected in the FY2022 budget. Targets were not met for the other three financial metrics focused on operating cost per service mile, operating cost per revenue hour, and vacancy rate

The FY2022 performance results point to opportunities to improve. Wait times and on-time performance are key to increasing customer satisfaction and ridership. On Metrobus, this entails continued investment in bus priority, aggressive hiring for vacant positions, and completing the Bus Network Redesign launched in October 2022. On Metrorail, staff are focused on working with the Washington Metrorail Safety Commission to return the

7000-series trains to service. In addition, Metro will complete several expansions in FY2023 to connect the system to the region's transportation network, including the Silver Line to Ashburn and Potomac Yard.

Following the removal of the 7000-series railcars from service in October 2021, Metrorail reduced service frequencies as it relied on the smaller, oldest fleet. This had a big impact on Metrorail customer experience, leading to worse-than-target results for Metrorail on-time performance, Metrorail customer satisfaction, and available track. Metrorail customer satisfaction improved slightly in quarter four, reflecting some of the improvements in service frequencies made in May. Available track was worse than target as more speed restrictions were instituted between November and January to mitigate railcar failures due to falling leaves. The oldest railcars are most susceptible to wheel failures resulting from slippery rails. Available track was also affected by the six-week extension of the Canopy Replacement Project that closed Shady Grove and Rockville stations, in part due to a temporary halt in the project in November to bring additional trains into service from the Shady Grove Rail Yard. The reduction in service miles and revenue hours also led to unfavorable results on operating cost per service mile and operating cost per revenue hour.

In FY2022, Metro made progress on reducing crime, customer injuries, and serious safety events. Continuing this trend and reducing employee injuries is a top priority in FY2023. In line with national and regional trends, crimes against persons remain elevated and are a top concern for customers and employees. Employee injuries related to assaults or threats account for one-third of all injuries. Metro has already deployed more police on trains, buses, and platforms and is hiring Crisis Intervention Specialists trained in mental health awareness and de-escalation methods.

In FY2022, Metro continued its multi-year efforts to upgrade infrastructure to improve reliability and safety, completing renovations at five Orange Line stations and continuing investments in new vehicles, elevators, and escalators. These investments improve customer and employee safety and will also ensure high levels of availability and reliability of our assets.

Ridership is tracked relative to FY2022 budget projections. Overall, ridership is 35 percent above budget projections, with 142.2 million passenger trips in FY2022. While 75 percent higher than the same period in FY2021, ridership is still below pre-pandemic levels due to continued regional telework. During the fourth quarter of FY2022, ridership reached the highest recorded on Metrorail and Metrobus since the pandemic began in March 2020. In June, customers made 6.95 million trips on Metrorail. In May, customers made 8 million trips on Metrobus.

Quarterly reporting will continue in FY2023, with several new measures added to better reflect the customer experience. In addition, staff will publish

a dashboard on wmata.com that is updated more frequently and provides members of the public access to more detailed information relevant to specific trips.

FUNDING IMPACT:

There is no funding required for presenting the annual performance report	
Project Manager:	Brian Dwyer
Project Department/Office:	Chief Operating Officer

TIMELINE:

Previous Actions	May/2022 – Presentation of Q1-Q3 FY2023 Metro Performance Report
Anticipated actions after presentation	December/2022 – Presentation of Q1 FY2023 Metro Performance Report

FY22 Metro Performance Report

REPORT SUMMARY

Safety and Operations Committee
October 13, 2022



FY22 performance results point to opportunities to improve

- Wait times and on-time performance key to increasing customer satisfaction
- Crime, customer injuries and safety events must continue positive trajectory
- Continue investment in infrastructure and asset renewal to reduce delays and improve safety

● Customer Satisfaction page 3

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Wait times
page 4



Update on service improvements

Trip reliability
page 6



On-time performance:

- Metrobus
- MetroAccess
- Metrorail

Crime and Safety
page 10



- Crime
- Customer Injuries
- Employee Injuries
- Serious Events

Asset availability
page 13



- Elevator availability
- Escalator availability
- Available Track

Ridership page 15

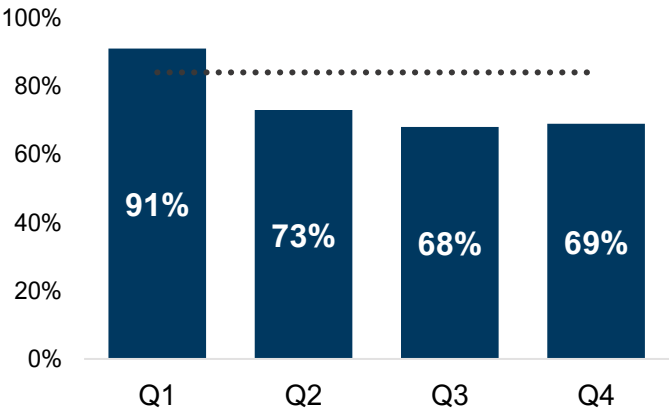
Customer Satisfaction

Q1 satisfaction provides blueprint: frequent and reliable service, low crowding

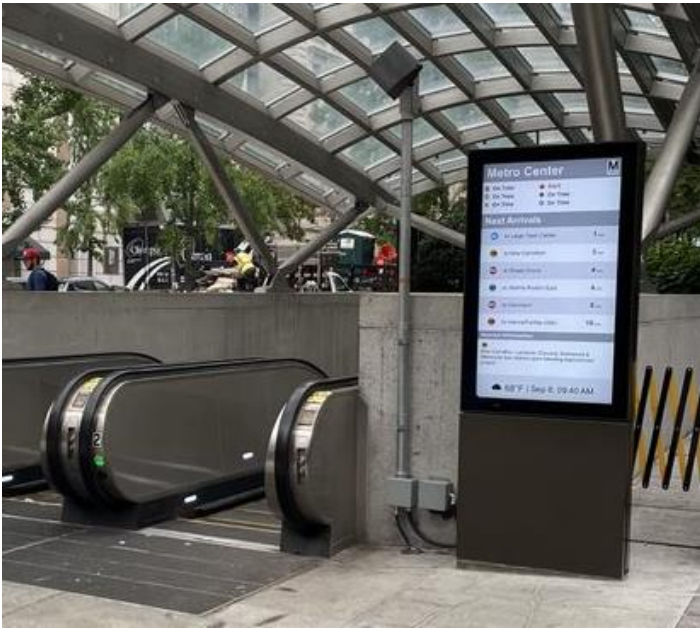
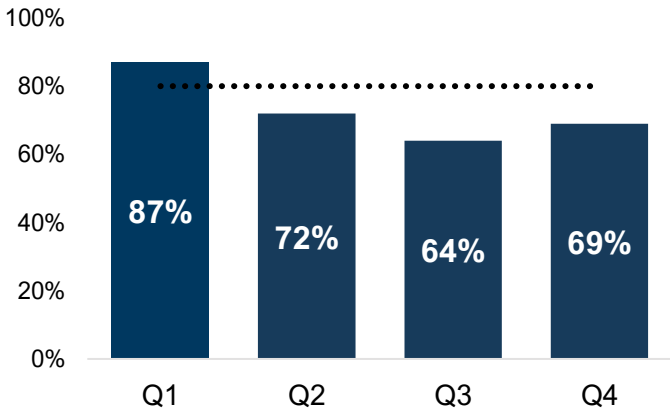
FY23 priorities

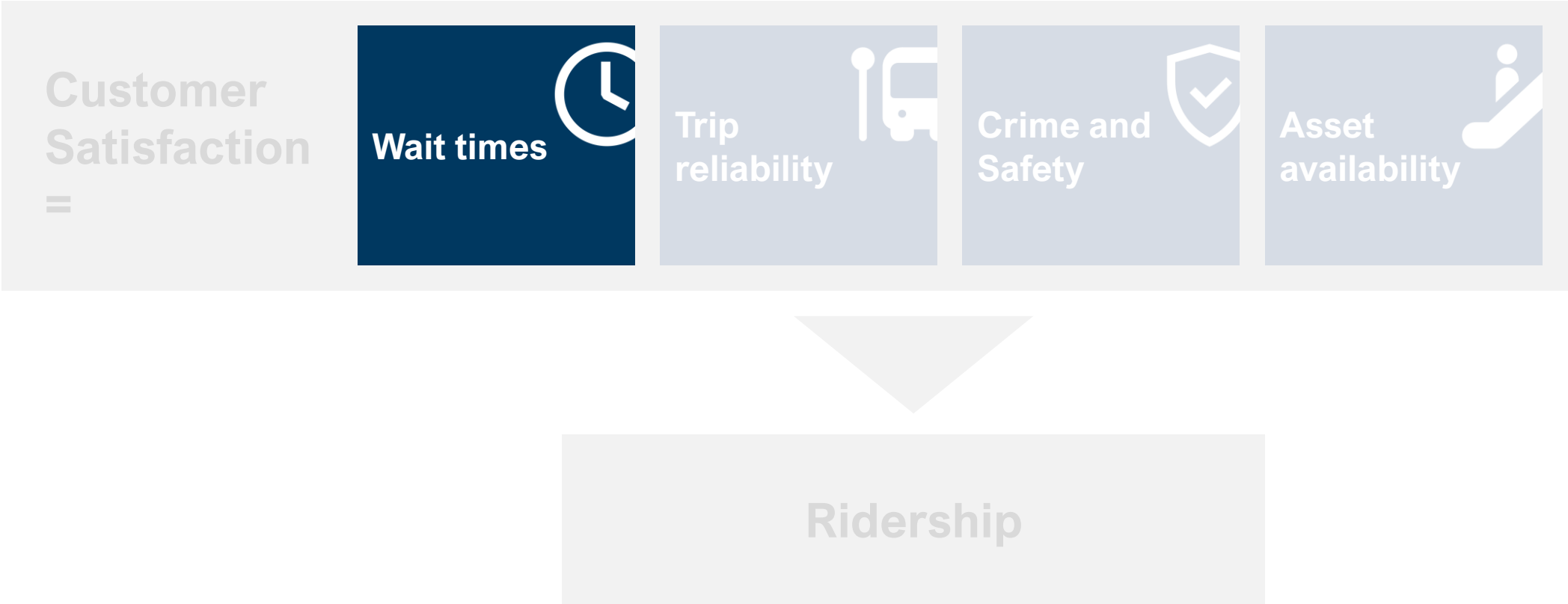
- Reduce wait times and delays
- Enhance real-time customer communications with new digital signage, extended customer service hours, integrated command and communication center
- Deep clean, repaint and maintain all 91 stations

Rail Customer Satisfaction | 69%
as compared to target of $\geq 84\%$



Bus Customer Satisfaction | 69%
as compared to target of $\geq 80\%$





Service Frequency Improvements

Metrorail



October 2021

7000-series train derailed results in service reductions:

- 12-15 min on Red Line
- 30 min on all other lines

September 2022

Up to 20 7000-series trains used daily

- 8 min on Green Line
- 10 min on Red Line
- 15 min on all other lines

Goal

- 5 min on Red Line
- 10 min on all other lines

Metrobus



September 2021

Established Frequent Service Network

On 20 bus lines:

12 minutes or better service
7am to 9pm every day

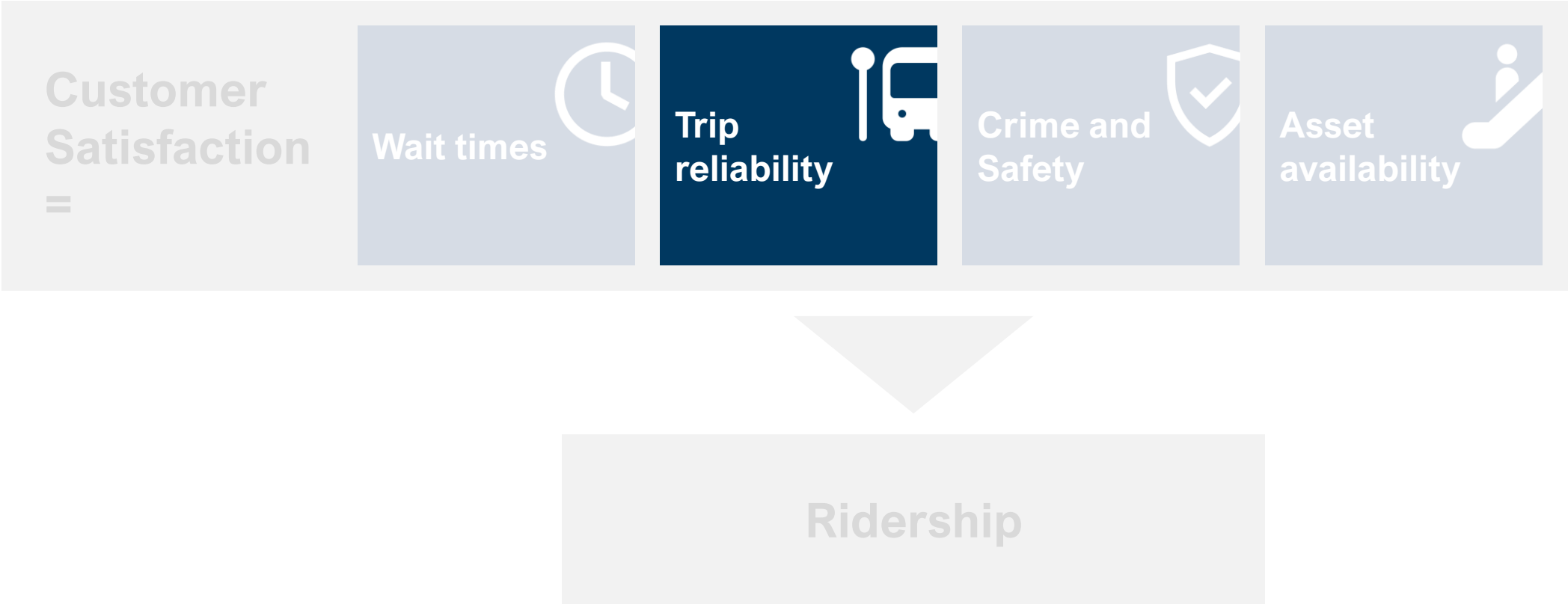
Average passengers served:
115,500 each weekday
80,000 each weekend day

On 16 more bus lines:

20 minutes or better service
7am to 9pm every day

Average passengers served:
38,000 each weekday
24,000 each weekend day

Restored or improved additional 46 routes



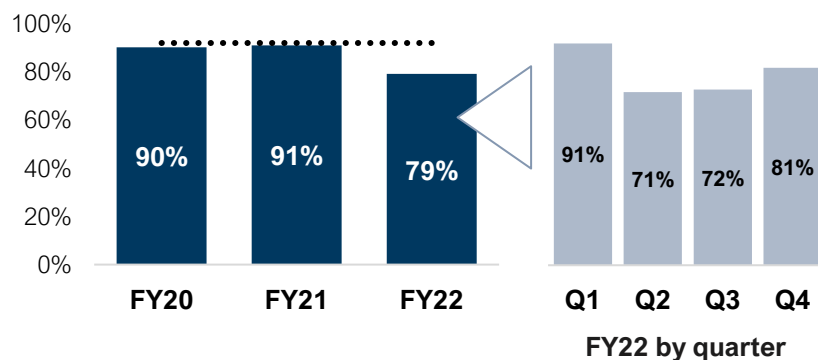
Rail Customer On-Time Performance and Fleet Reliability

Removal of the 7000-series led to longer wait times, reliance on oldest fleet in FY22

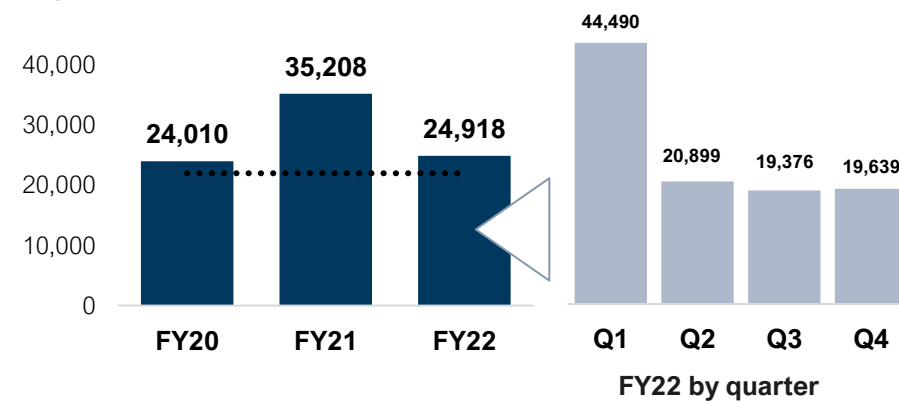
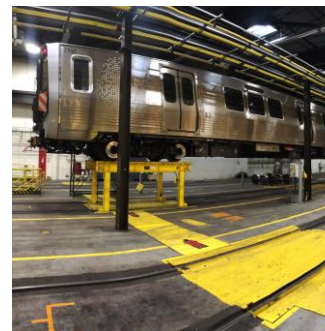
FY23 Priorities

- Work with Washington Metrorail Safety Commission to return more 7000-series, reduce wait times
- Expand system to connect to region's transportation network: Silver Line to Ashburn, Potomac Yard, Purple Line Connections

Metrorail | 79% of on-time customer trips
as compared to target of $\geq 92\%$



Metrorail fleet | 24,918 miles between failure
as compared to target of $\geq 22,000$



Bus On-Time Performance and Fleet Reliability

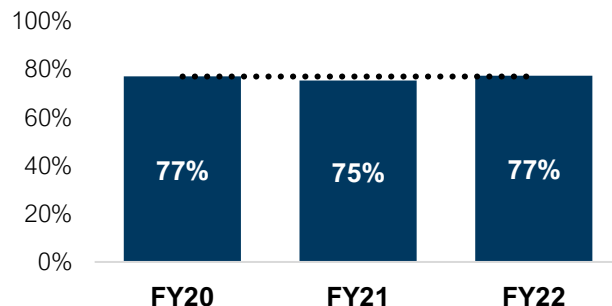
OTP buoyed by runtime adjustments for traffic and ridership patterns, strong vehicle reliability thanks to established vehicle replacement program

FY23 priorities

- Pilot zero-emission fleet
- Partner with DC to implement bus priority improvements
- Bus Network Redesign
- Hire bus operators to meet full schedule of service

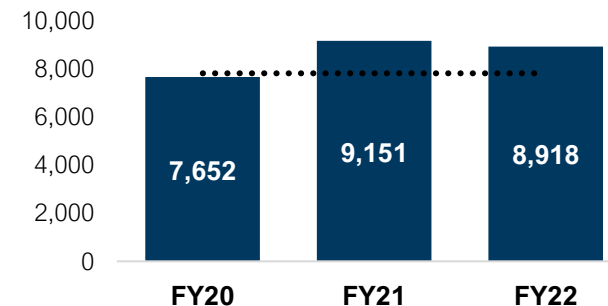
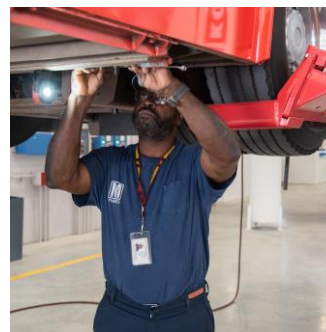
Metrobus | 77% of on-time buses

as compared to target of $\geq 77\%$



Metrobus fleet | 8,918 miles between failure

as compared to target of $\geq 7,200$



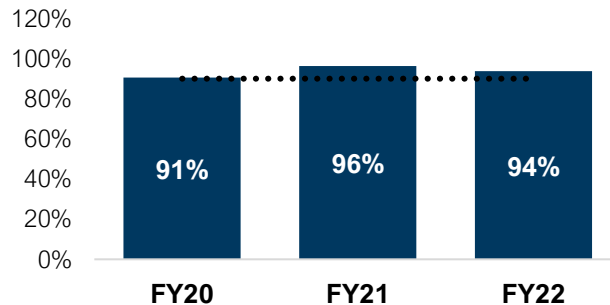
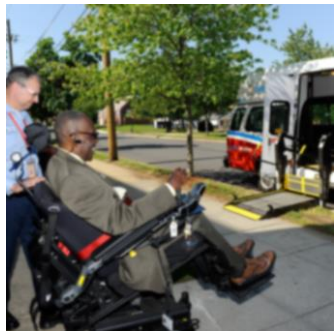
Access On-Time Performance and Fleet Reliability

Strong OTP thanks to less traffic and reliable vehicles

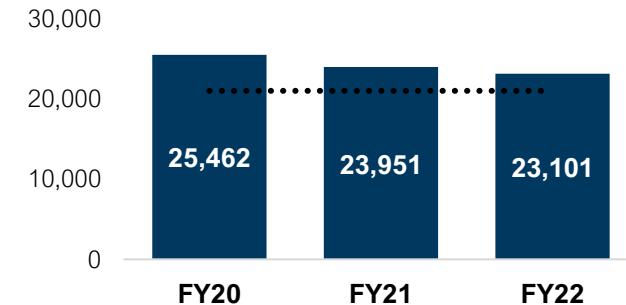
FY23 priorities

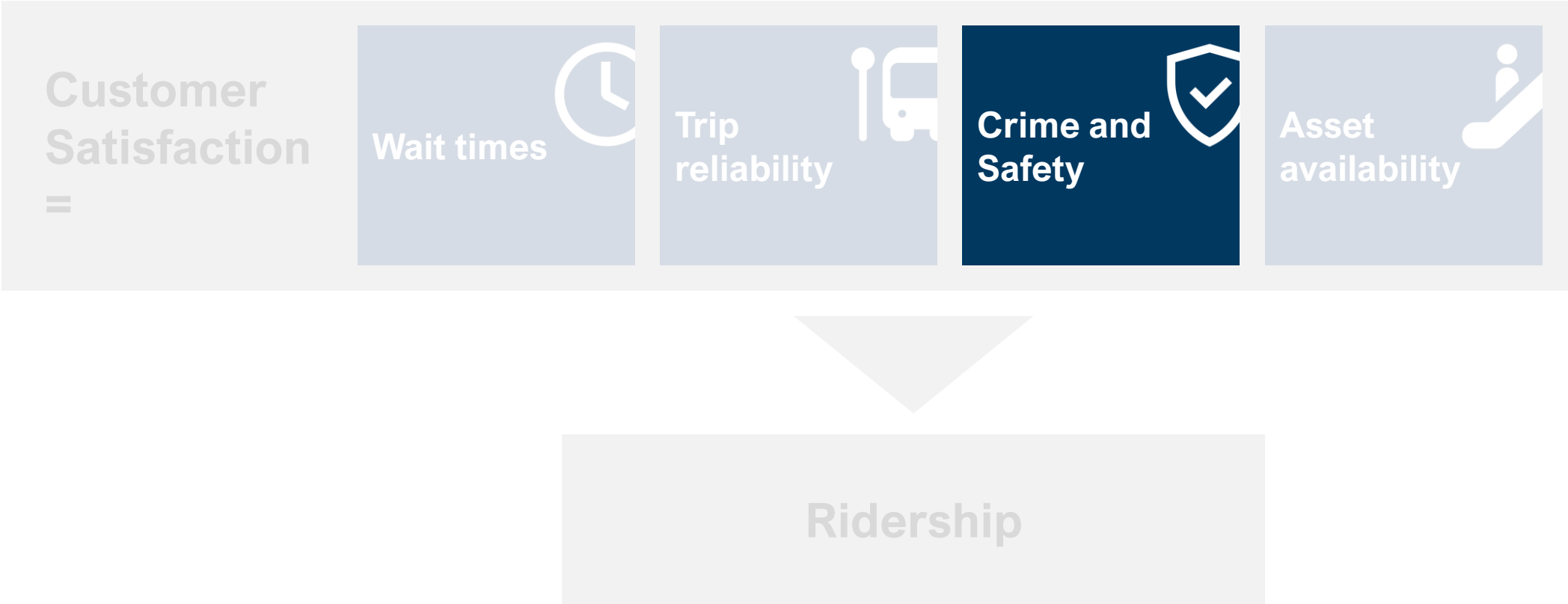
- Begin replacement of 350 aging vans with 50 sedans and 300 ramp-equipped minivans
- Continue efforts to improve scheduling and actively prevent delays

MetroAccess | 94% of pick-ups on time
as compared to target ... of $\geq 90\%$



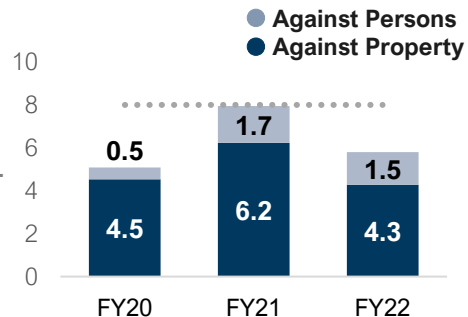
MetroAccess fleet | 23,101 miles between failure
as compared to target ... of $\geq 21,000$



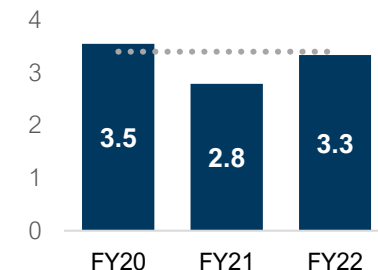


FY22 Crime and Safety Performance

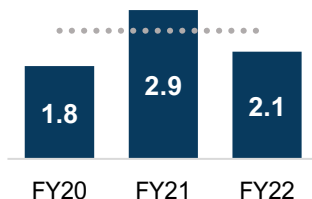
Part I Crime
5.8 Part 1 Crimes
 per million trips
 as compared to target ... of ≤ 8.0



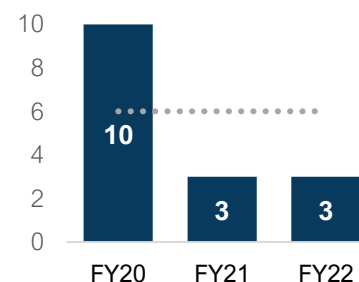
Bus Collision Rate
3.3 per mil miles
 target ... of ≤ 3.4



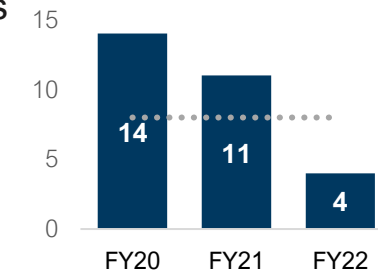
Customer Injuries | **2.1 injuries per million trips**
 as compared to target ... of ≤ 2.5



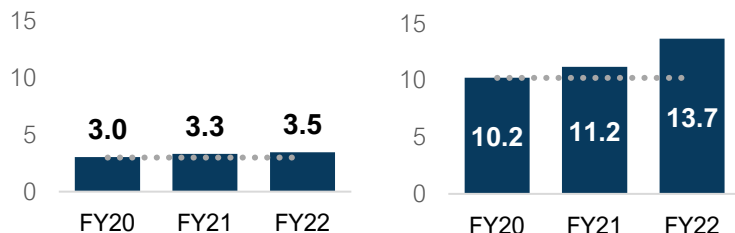
Rail Collisions
3 incidents
 target ... of ≤ 6



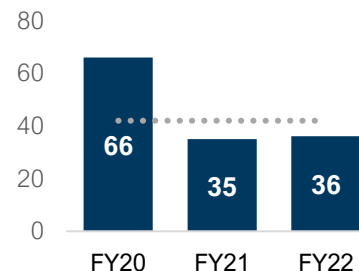
Red Signal Overruns
4 incidents
 target ... of ≤ 8



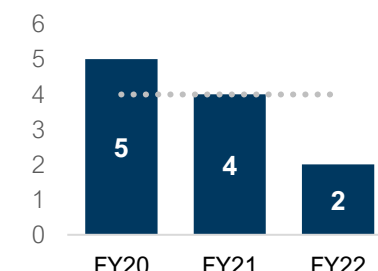
Employee Injuries | **6.8 injuries per 100 emp.**
 as compared to target ... of ≤ 5.4



Smoke/Fire
36 incidents
 target ... of ≤ 42



Derailments
2 incidents
 target ... of ≤ 4



Looking Ahead: FY23 Crime and Safety

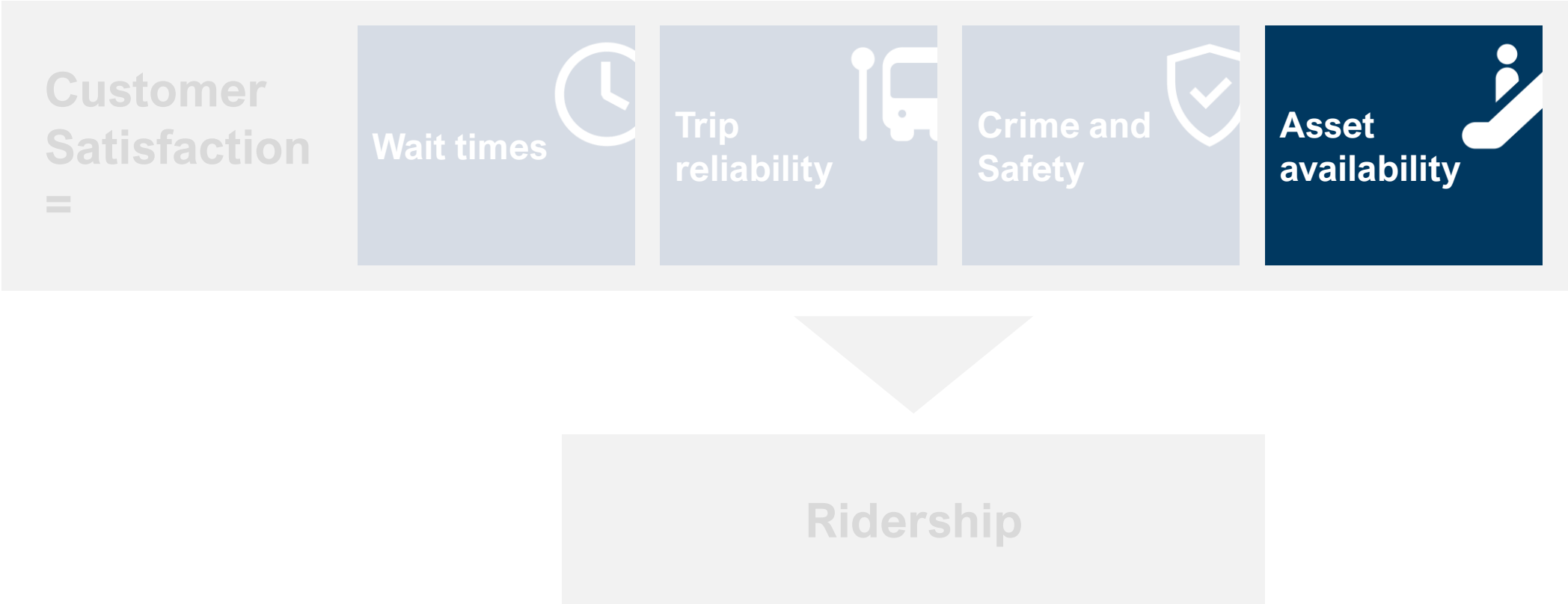
Part I Crime: “We’re Working Differently”

- Deploying more police on trains, buses and platforms
- Hiring Crisis Intervention Specialists trained in mental health awareness and de-escalation methods



Other FY23 priorities: Safety injuries and incidents

- Expand de-escalation training to include safety, operations, and maintenance personnel to help combat employee assaults
- Implement risk-reduction program for assaults
- Restart a ride-along program to assess bus operator driving practices and provide refresher coaching, aimed at reducing collision-related injuries
- Procure Mobile Eye Shield+ Collisions Avoidance system for installation on bus fleet
- Replace insulators in trouble areas every two years (next cycle starts in November); regularly clean track beds
- Continue safety procedures to return 7000-series to service
- Launch new system for employees to easily report safety issues
- Implement Joint Labor and Management Safety Committee
- Partner with MITRE on safety data analytics to proactively manage risk



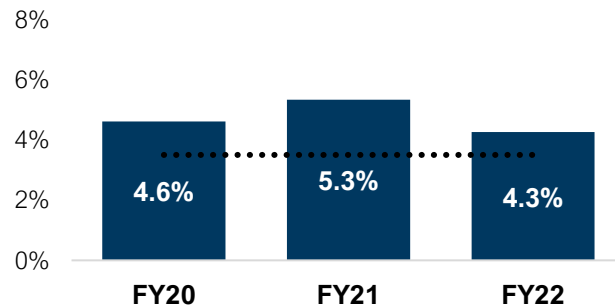
Asset Availability

FY23 priorities

- Complete renovations at five Orange Line stations
- Rehabilitate the Yellow Line tunnel and bridge structures
- Continue multi-year contract to replace 130 escalators and award contract to replace 100 elevators

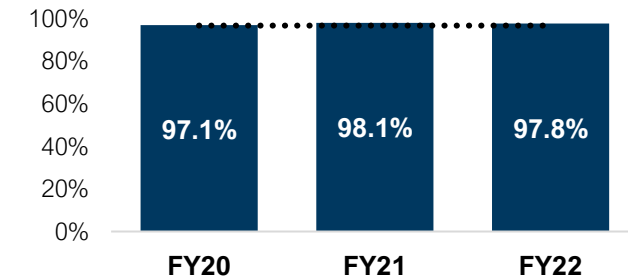
Available Track | 4.3% under performance restriction
as compared to target of $\leq 3.5\%$

Three-quarters of restrictions are major capital projects



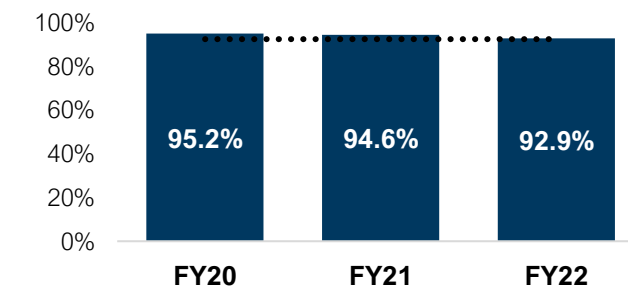
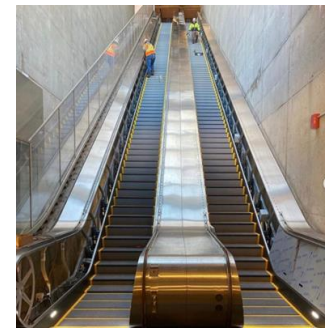
Elevator Availability | 97.8% available
as compared to target of $\geq 96.8\%$

Capital projects to rehab or replace units lowered availability by 1.2%



Escalator Availability | 92.9% available
as compared to target of $\geq 92.6\%$

Capital projects to rehab or replace units lowered availability by 3.3%



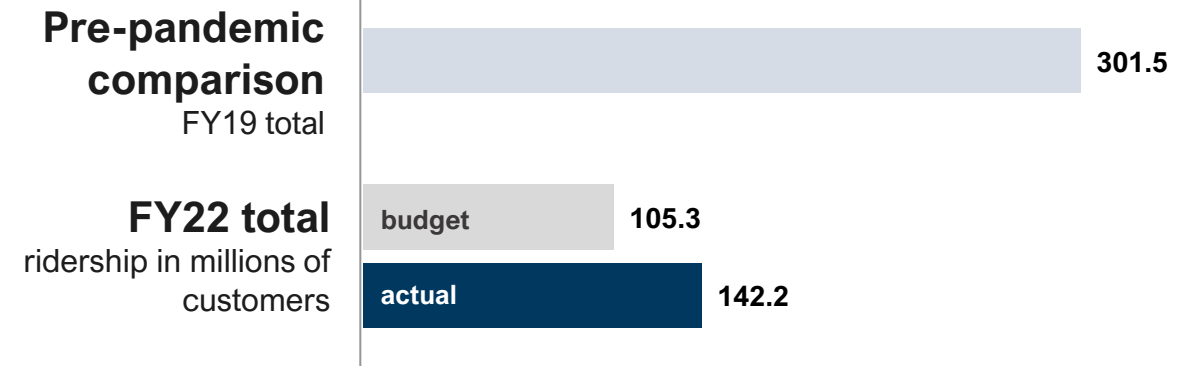


Ridership

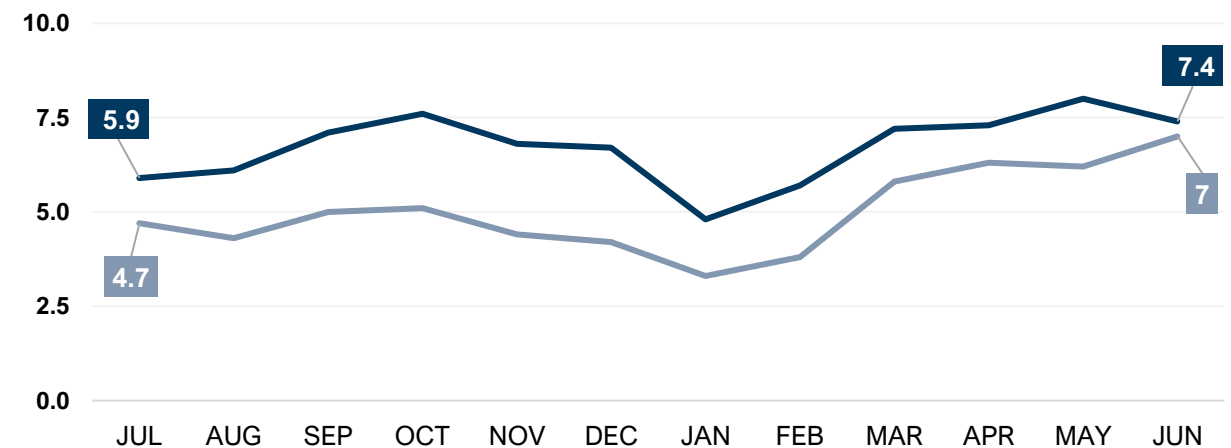
**142 million in FY22, 35% above forecast
75% higher than FY21**

- 60% of trips were on Metrobus, 40% on Metrorail
- By June 2022, ridership reached 60 percent of pre-pandemic levels. Strong Q4 after Omicron-driven slump in Q3
- Highest weekday ridership on Tuesdays, Wednesdays and Thursdays; lowest on Mondays
- Active Metrobus customers ride ~4 days a week, take 7 trips
- Active Metrorail customers ride 2-3 days a week, take 5 trips

Overall Ridership | Trips in millions of customers

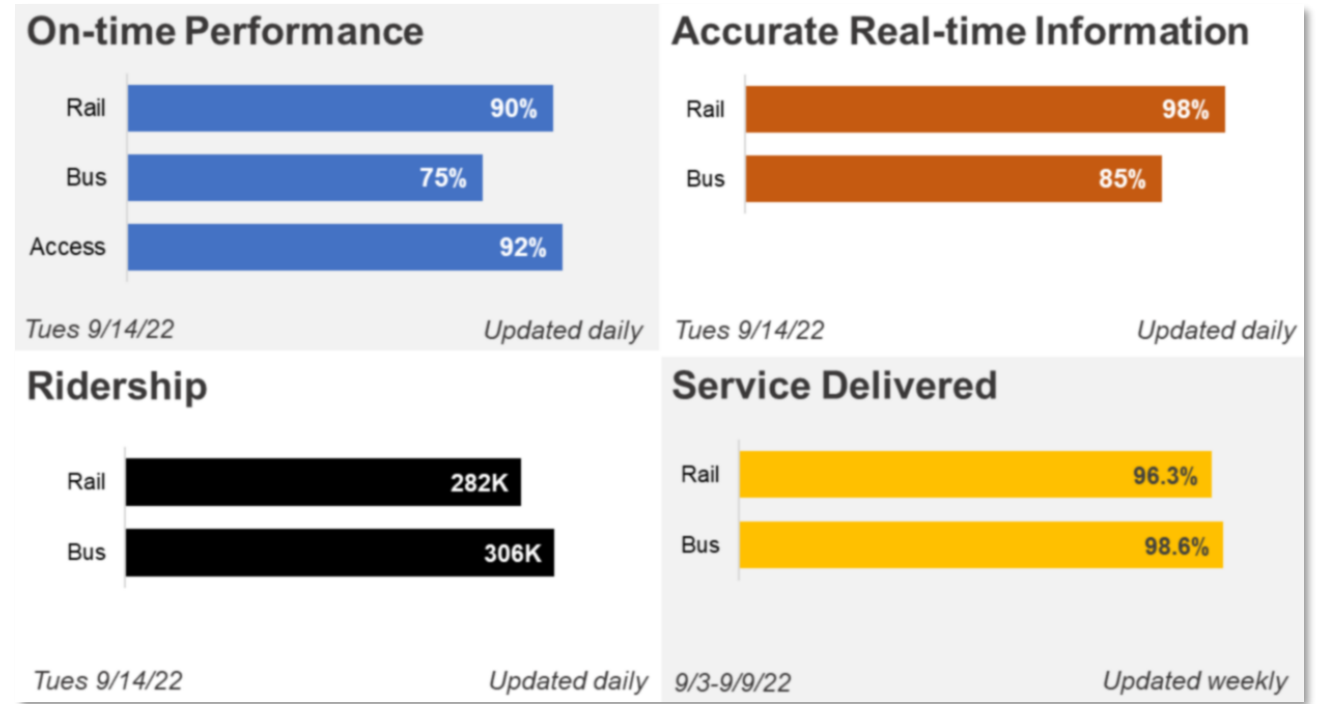


Monthly trend | FY22 trips in millions of customers Bus and Rail



Reporting in FY23

- **Quarterly report focused on customer experience**
 - New measures on missed trips and accuracy of arrival predictions
 - Safety measures from Agency Safety Plan
 - First quarter report presented in December
 - Explain results and actions to improve
- **Dashboards with drill downs to lines/routes**
 - Public access to more detailed information relevant to specific trips
 - Updated more frequently



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

PERFORMANCE REPORT

FY2022 Annual Report
July 2021 - June 2022



Published
September 23, 2022

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THE GM & CEO

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MESSAGE FROM THE GENERAL MANAGER & CEO



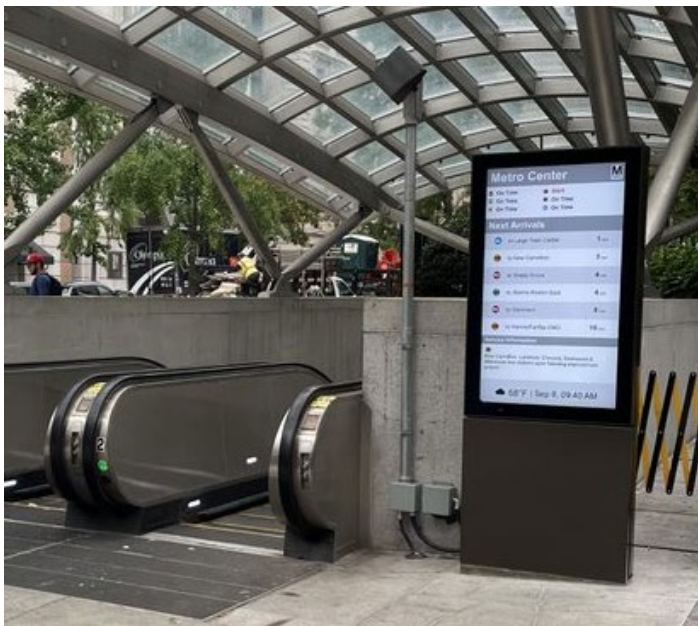
Randy Clarke
General Manager & CEO,
WMATA

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.

● 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

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.



RIDERSHIP TRENDS

Summary of FY22 ridership

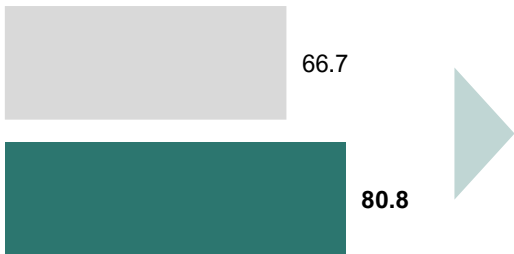


RIDERSHIP



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

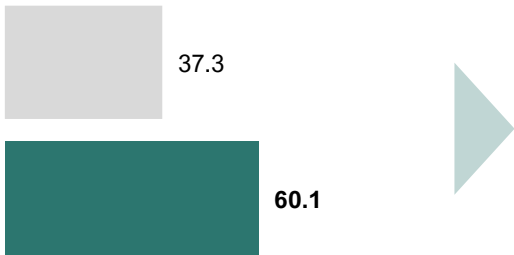
Metrobus ridership accounted for 57 percent of total ridership, exceeding Metrorail ridership by over 20 million riders. In the spring of 2022, Metrobus and Metrorail recorded the highest ridership Metro has seen since March 2020, the beginning of the pandemic. In June 2022, ridership reached 60 percent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

FY22 TARGET	RATES (per 10 million vehicle revenue miles)			COUNTS		
	fatalities	injuries	safety events	fatalities	injuries	safety events
Metrorail	0	21.2	10.6	0	162	48
Metrobus	0	60.2	64.7	0	180	130
MetroAccess	0	8.2	8	0	27	9

FY22 ACTUAL blue if target met	fatalities	injuries	safety events	fatalities	injuries	safety events
Metrorail	0.2	30.1	19.8	1	160	105
Metrobus	0.8	55.5	52.0	3	206	193
MetroAccess	0	13.0	20.2	0	25	39

SAFETY SUMMARY OF FYTD PERFORMANCE

HOW TO READ THIS PAGE

STOPLIGHT LEGEND

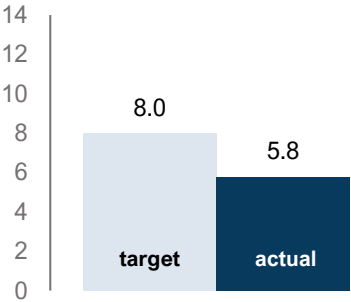
- Target met
- Near target
- Target missed
- No target

BAR CHART LEGEND AND PERFORMANCE GOAL

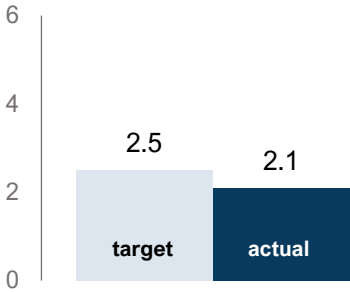


↓ Performance below target favorable for all measures

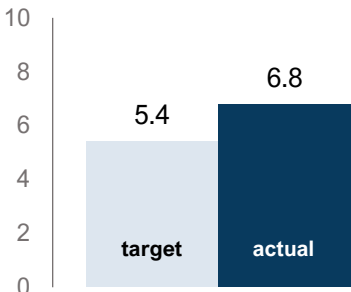
Part I Crime Rate
per 1,000,000 riders



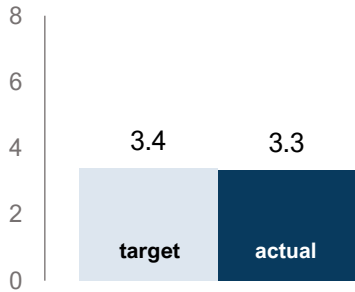
Customer Injury Rate
per 1,000,000 riders



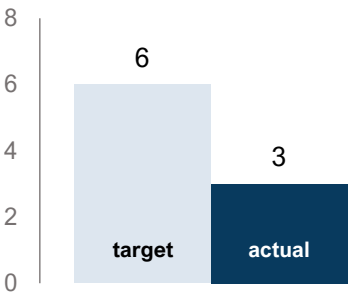
Employee Injury Rate
Per 100 employees



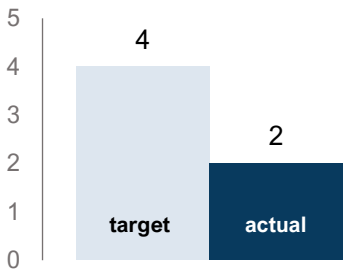
NTD Bus Collisions
per million miles



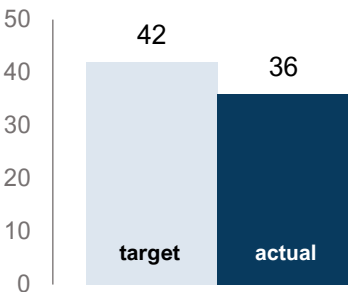
Rail Collisions
total count



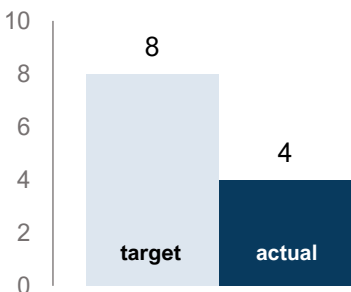
Derailments
total count



Fire Incidents
total count



Red Signal Overruns
total count

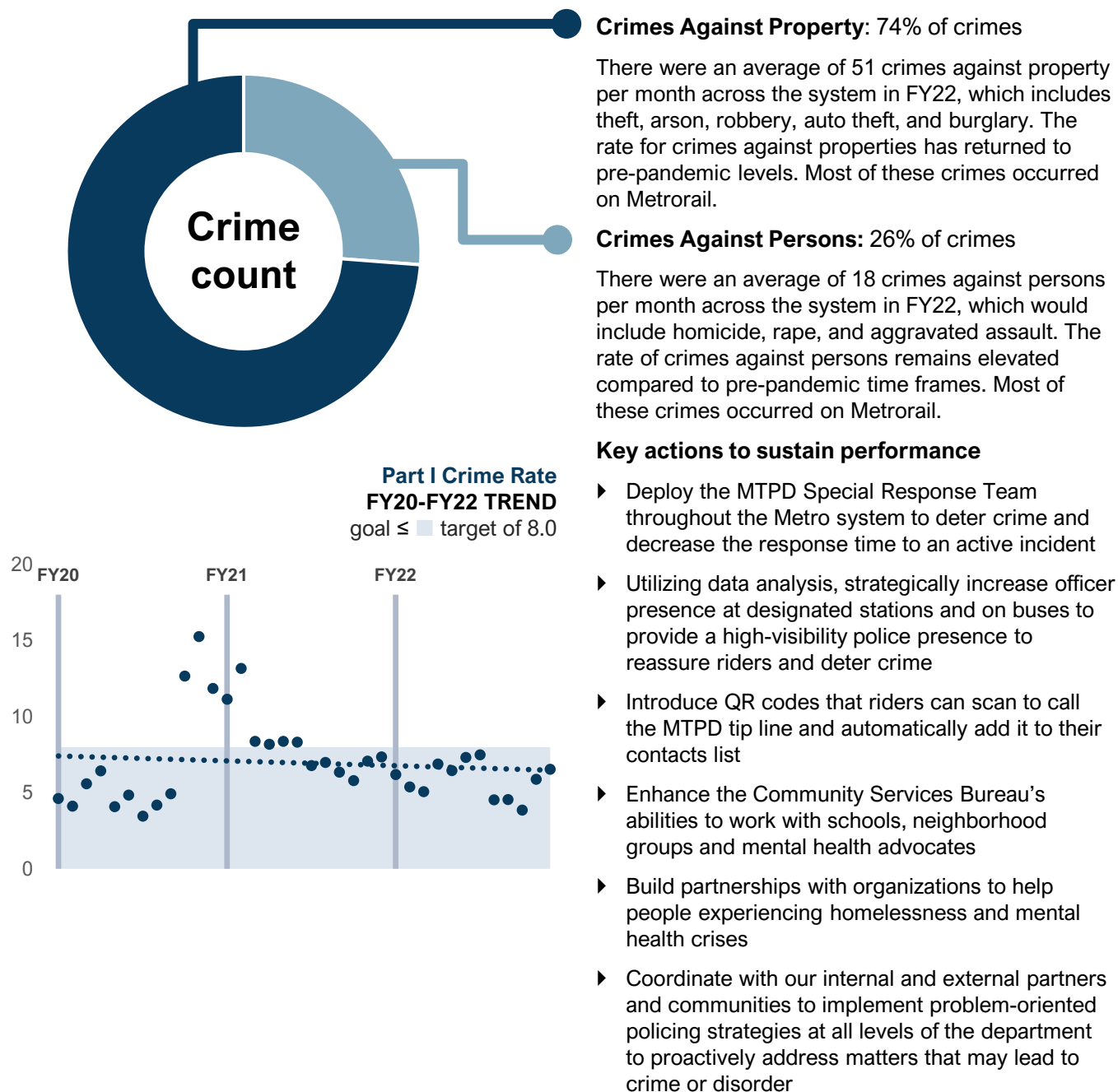


CRIME RATE

● **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.



CUSTOMER INJURY RATE

Metrorail Customer Injury Rate | 2.0 per million riders FY target | ≤ 2.5 per million riders

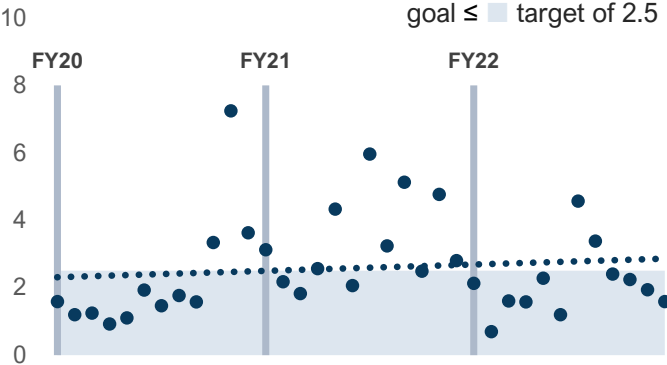
There were 123 Metrorail customer injuries in FY22, resulting in a rate of 2.0 per million riders and meeting target of no more than 2.5 per million riders. This is a 23 percent improvement over FY21, when there were 3.4 injuries per million passengers.

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

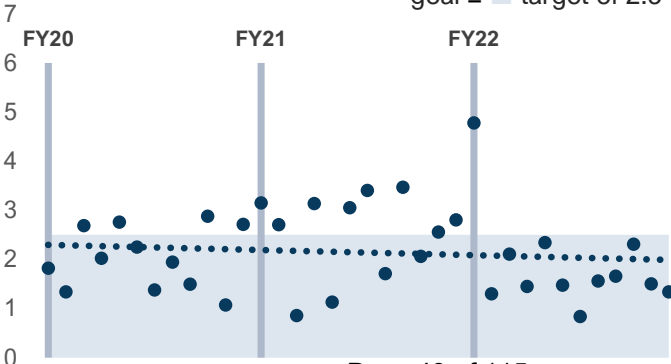
There were 152 Metrobus customer injuries in FY22, resulting in a rate of 1.9 per million riders and meeting target of no more than 2.5 per million. This represents a 25 percent improvement over FY21.

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

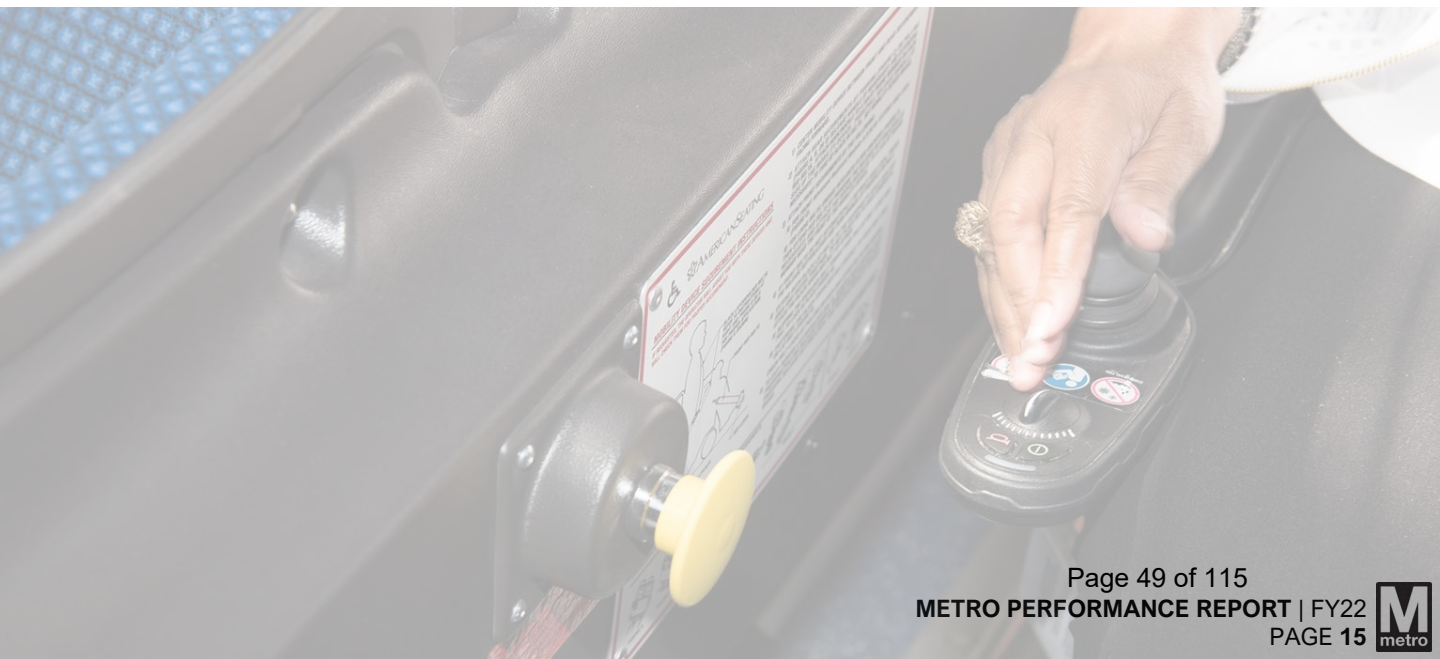
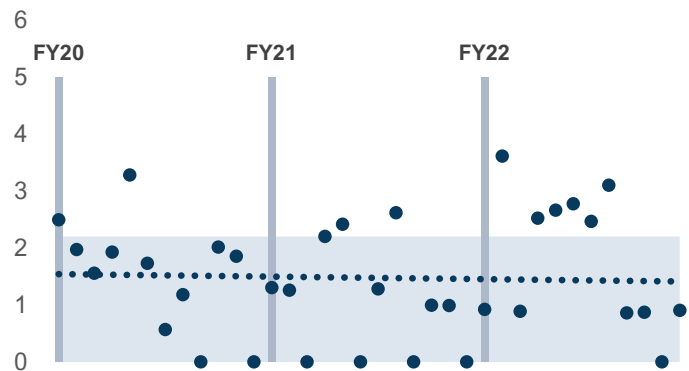
There were 23 injuries among MetroAccess customers in FY22, resulting in a rate of 1.76 per 100,000 riders and meeting target of no more than 2.2 per 100,000.

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 $\leq$ target of 2.2



EMPLOYEE INJURY RATE

● Rail System Employee Injury Rate | 3.5 per 100 employees

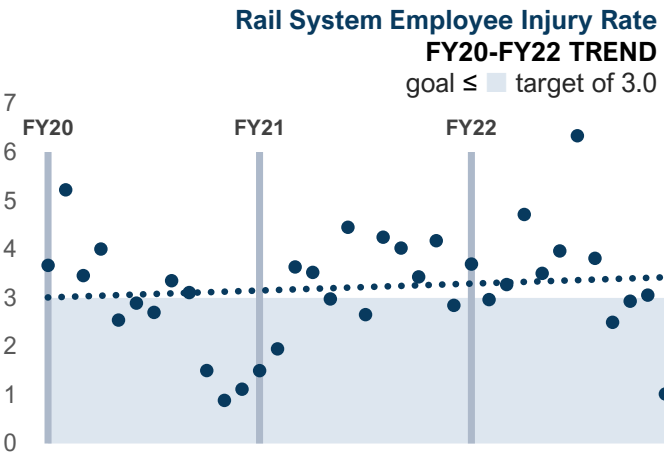
FY target | ≤ 3.0 per 100 employees

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



● Bus Employee Injury Rate | 13.7 per 100 employees

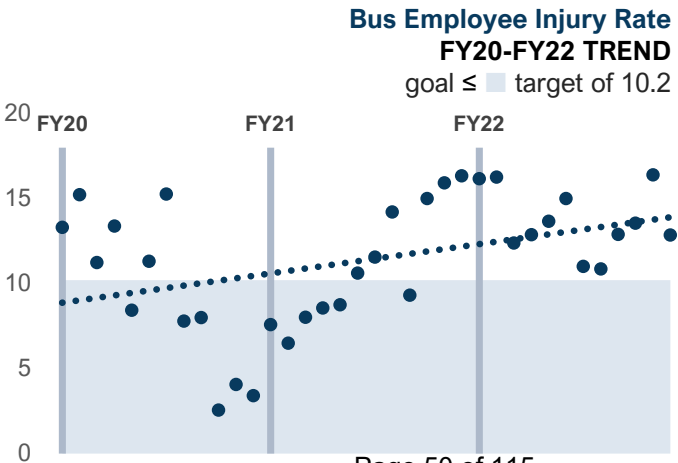
FY target | ≤ 10.2 per 100 employees

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 COLLISION RATE

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

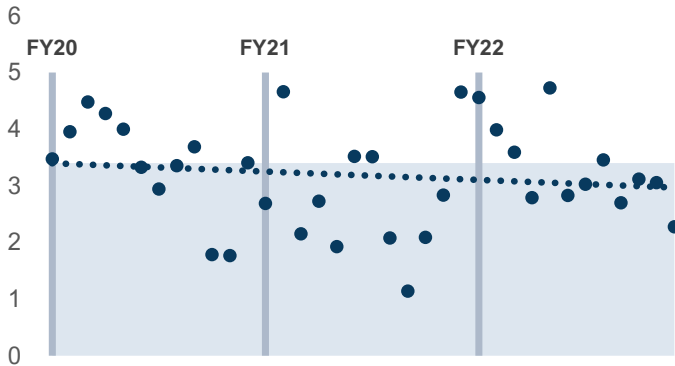
In FY22 Metrobus experienced a rate of 3.3 collisions that met NTD criteria* per million miles, better than target but worse than the FY21 rate of 2.8 collisions per million miles.

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 $\leq$ 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.



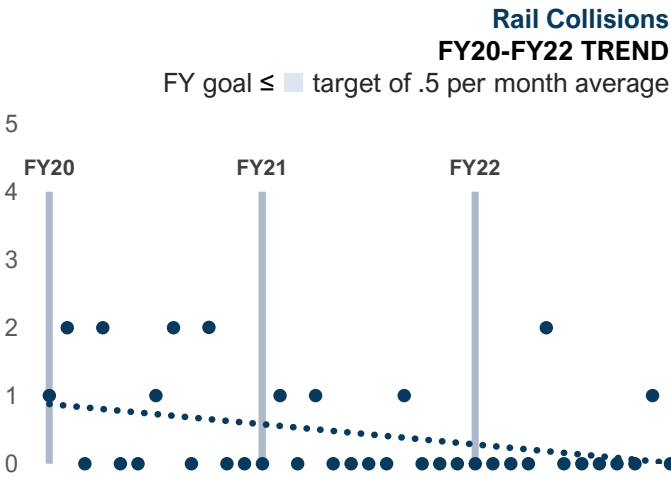
RAIL COLLISIONS & DERAILMENTS

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.

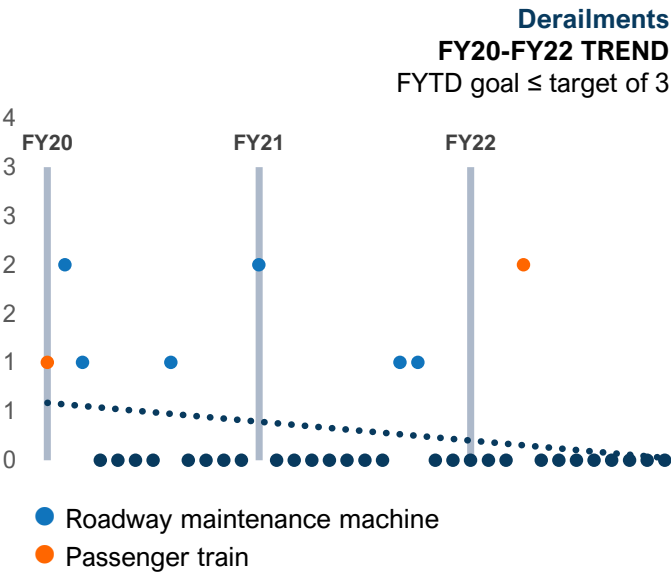


Derailments | 2 derailments

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.



RAIL INCIDENTS

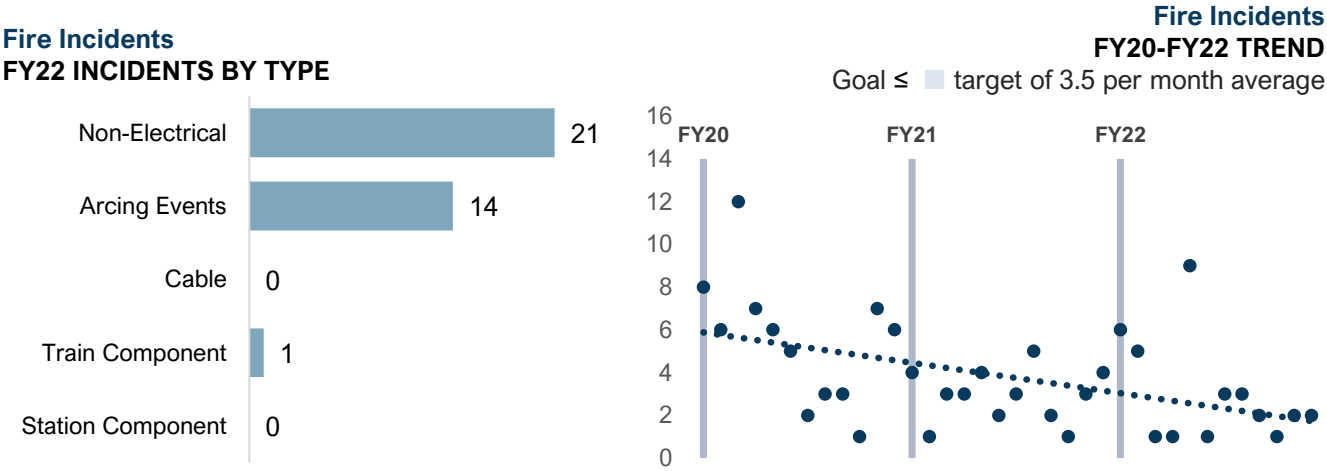
● **Smoke and Fire Incidents** | 36 incidents

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.

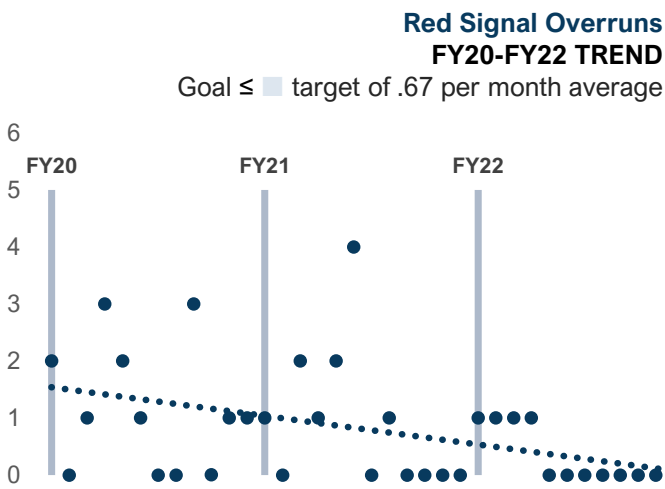


● **Red Signal Overruns** | 4 incidents

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.



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%



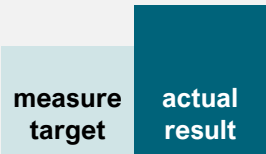
RELIABILITY SUMMARY OF FYTD PERFORMANCE

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STOPLIGHT LEGEND

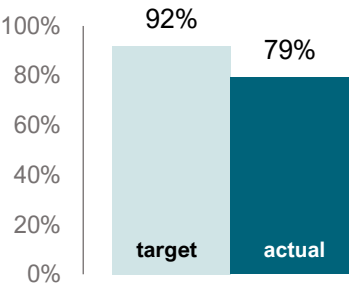
- Target met
- Near target
- Target missed
- No target

BAR CHART LEGEND AND PERFORMANCE GOAL

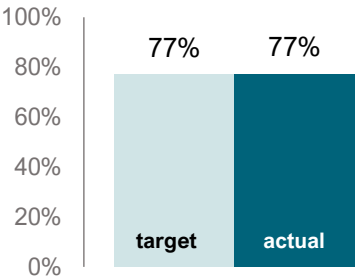


↑ Performance above target favorable for all measures except for Available Track

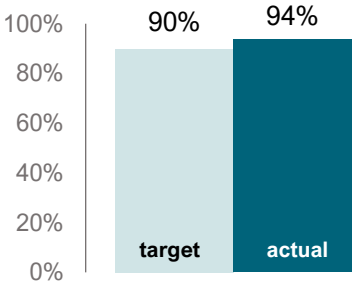
MyTripTime Rail On-Time Performance



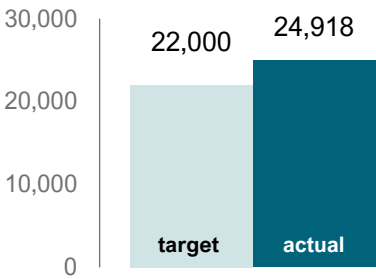
Metrobus On-Time Performance



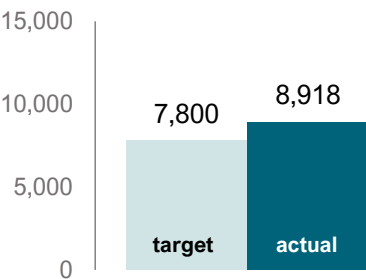
MetroAccess On-Time Pick-up Performance



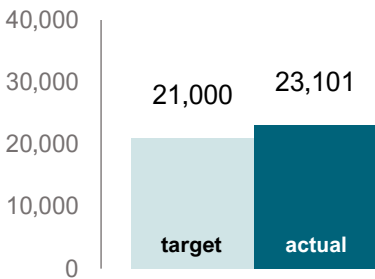
Rail Fleet Reliability



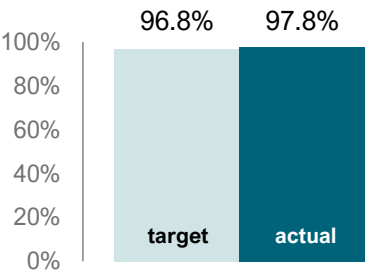
Bus Fleet Reliability



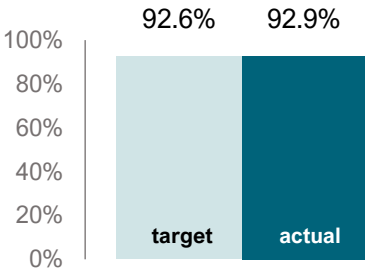
MetroAccess Fleet Reliability



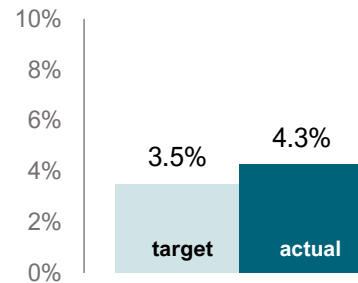
Elevator Availability



Escalator Availability



Available Track



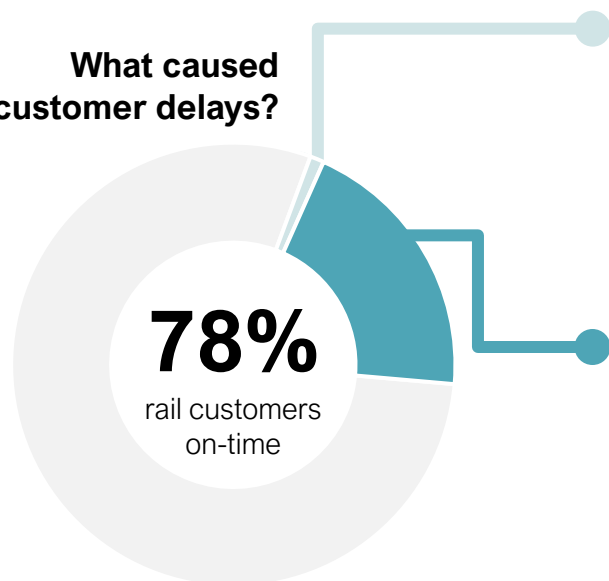
METRORAIL ON-TIME PERFORMANCE (MYTRIPTIME)

● 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?



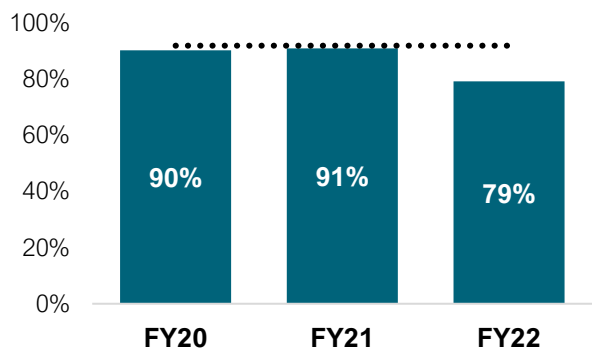
Planned delays lowered OTP by about 1.0 percentage point, about the same impact compared to FY21

- ▶ 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

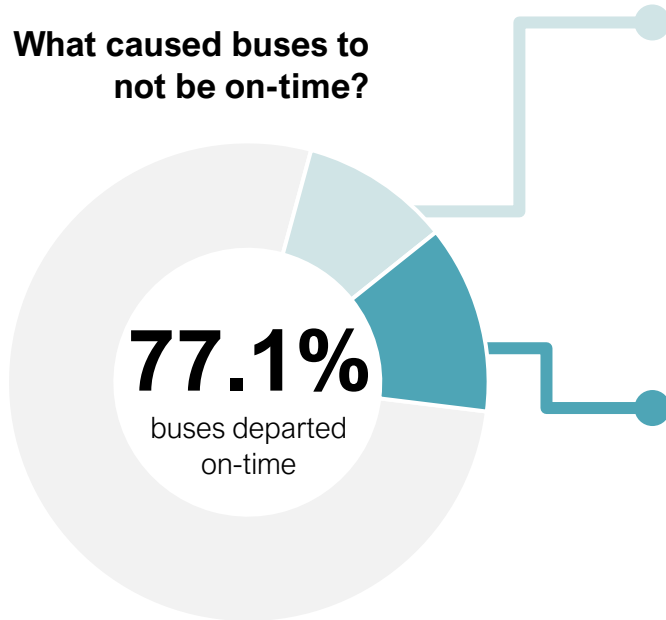
METROBUS ON-TIME PERFORMANCE

Metrobis On-Time Performance | 77% of buses on time
FY target | $\geq 77\%$ 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?



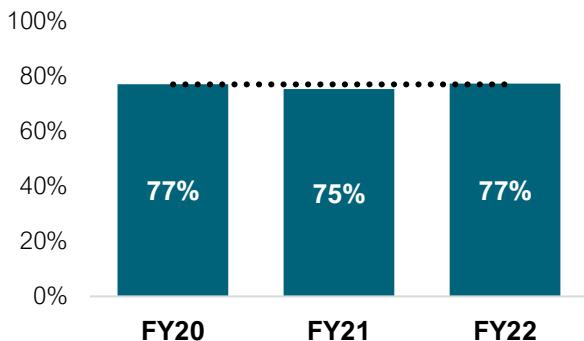
Early departures lowered OTP by 10.0 percentage points in FY22

- ▶ **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

Metrobis On-Time Performance
FY THREE-YEAR TREND
goal $\geq$ target of 77%



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.

*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

METROACCESS ON-TIME PICKUP PERFORMANCE

MetroAccess On-Time Pick-Up Performance | 94% of pick-ups on time
FY target | $\geq 90\%$ on-time

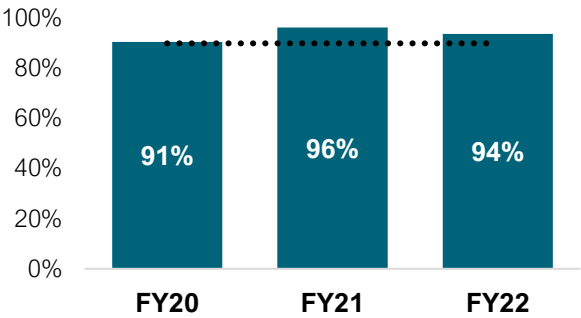
In FY22, 94 percent of MetroAccess trips were on-time, exceeding the target of 90 percent.

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 $\geq$ target of 90%

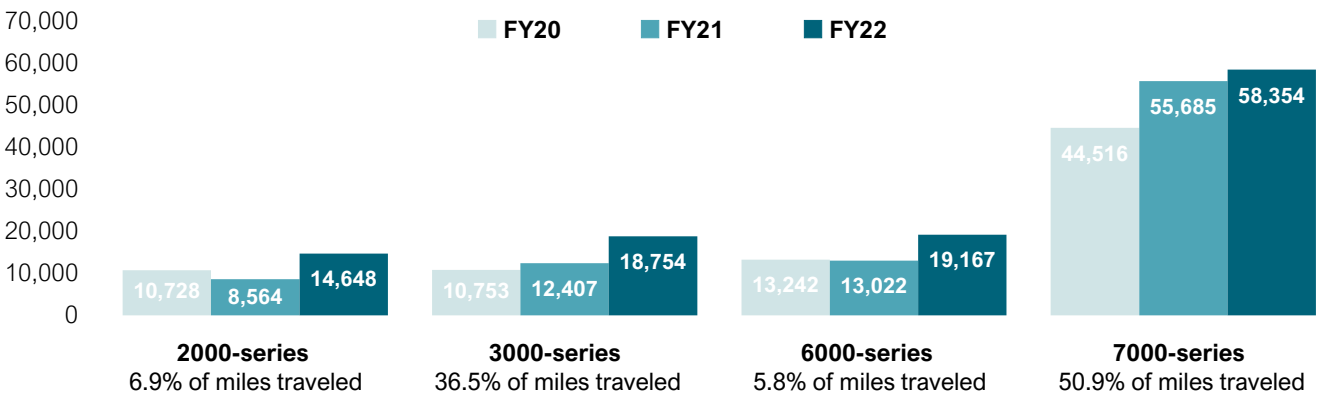


RAIL FLEET RELIABILITY

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.



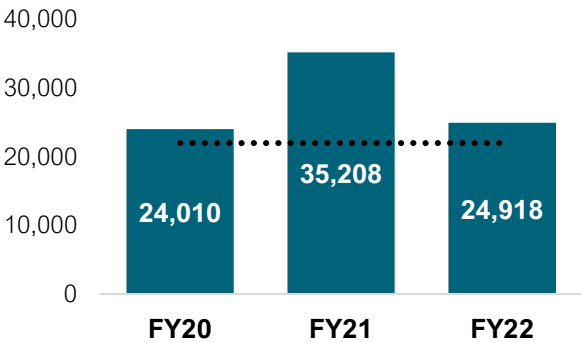
On October 18, 2021, the 7000-series railcars were removed from service due to a critical safety issue that led to a derailed train. Prior to the derailment, the 7000-series railcars accounted for 90 percent of miles traveled. In mid-June, up to eight 7000-series trains began operating on the Green and 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



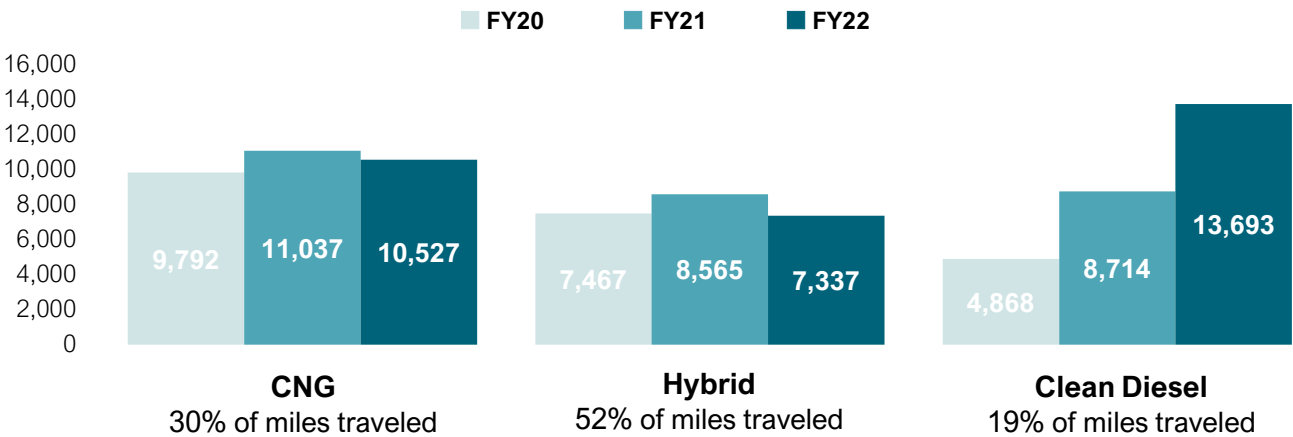
BUS FLEET RELIABILITY

Bus Fleet Reliability | 8,918 miles between failure
FY target | $\geq 7,800$

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.

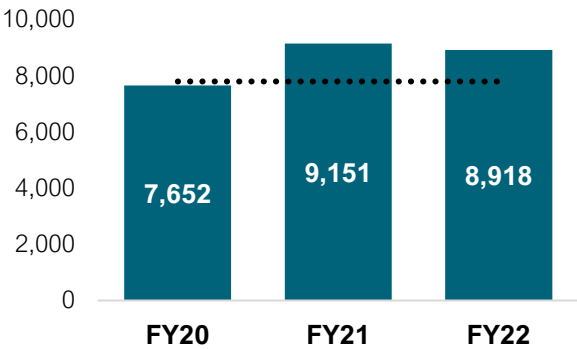
In spring of 2022 Metro began to see the latent effects of the global supply chain issues. Slow delivery of parts resulted in fewer midlife overhauls than were originally planned. Metro staff overhauled 83 buses in FY22, just below the 100 planned.



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 $\geq$ target of 7,800



METROACCESS FLEET RELIABILITY

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

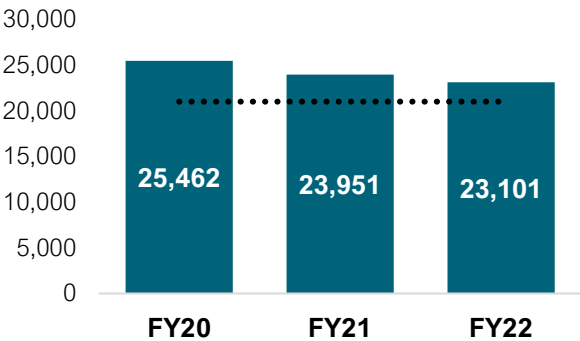
In FY22, the MetroAccess fleet traveled an average 23,101 miles before experiencing a breakdown, exceeding the target of 21,000 miles.

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

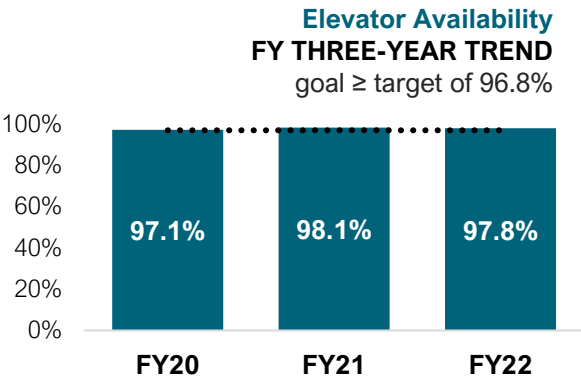
Elevator Availability | 97.8% available FY target | ≥ 96.8%

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



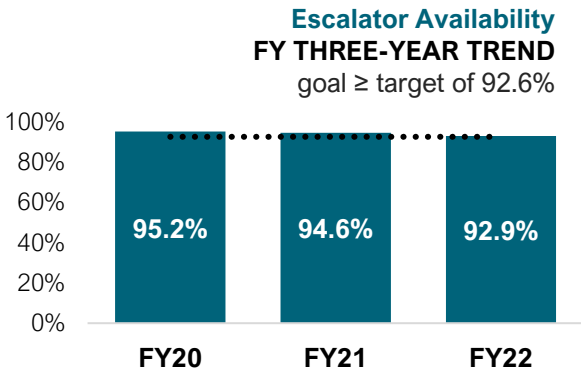
Escalator Availability | 92.9% available FY target | ≥ 92.6%

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 affected 14 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



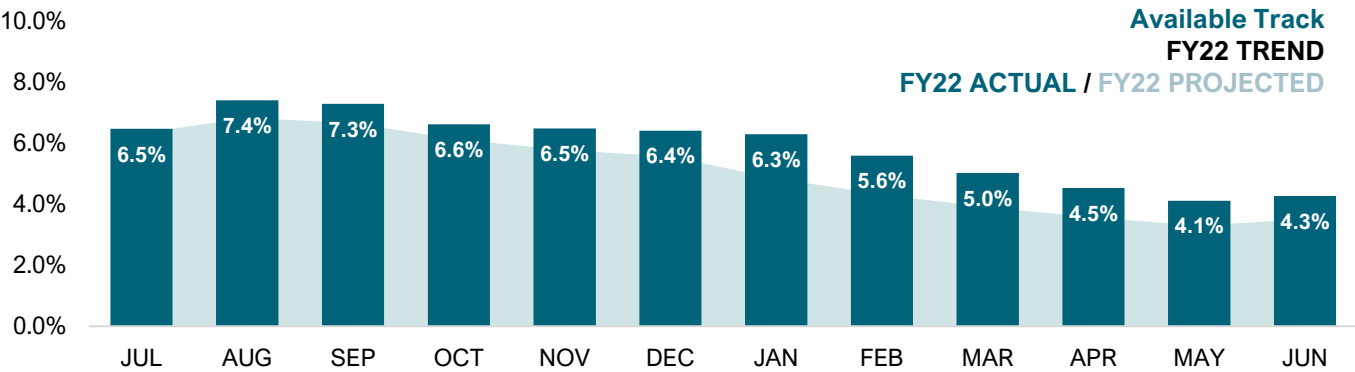
AVAILABLE TRACK

Available Track | 4.3% under performance restriction
FYTD target | ≤ 3.5%

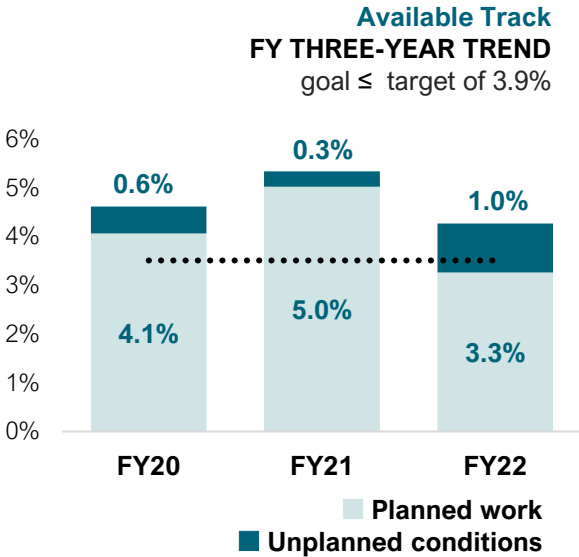
In FY22, 4.3 percent of track was under performance restriction, 0.8 percentage points worse than target.

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

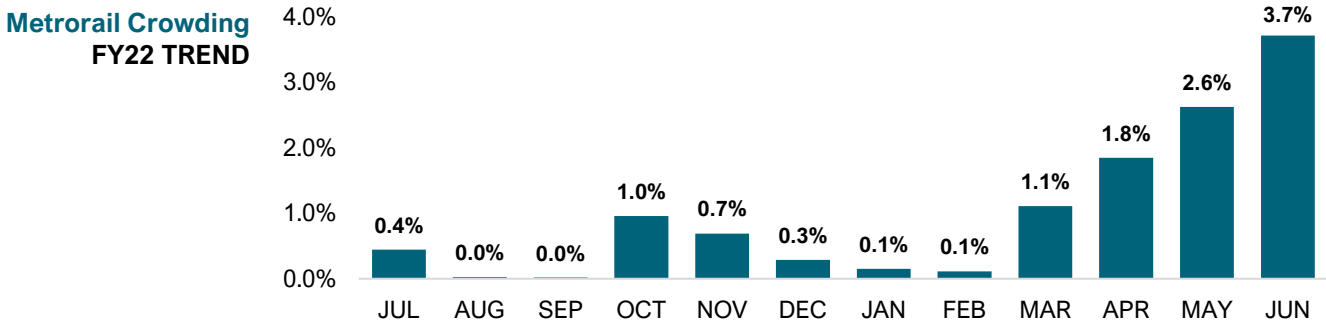


CROWDING

● **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.

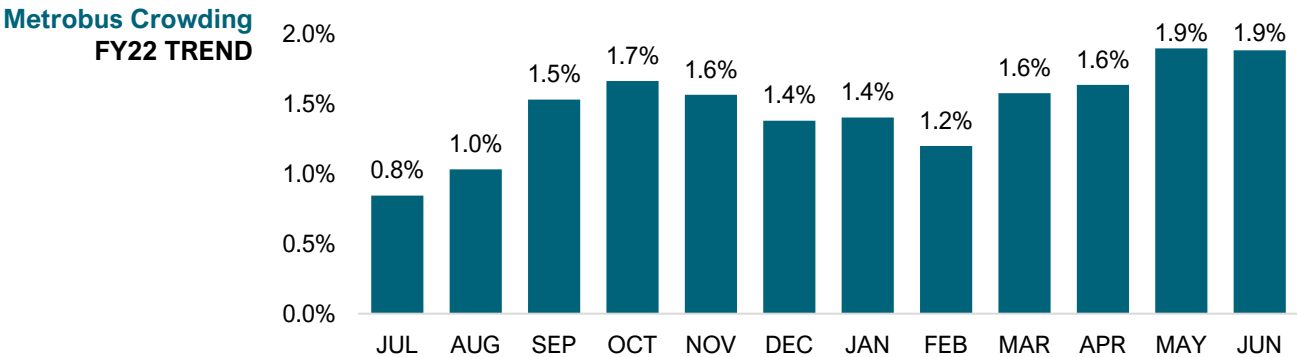
Through February, crowding remained below thresholds despite reduced frequencies implemented in response to the October derailment and the removal of 7000-series trains from service. Crowding levels jumped to 1.1 percent in March and continued to increase to 3.7 percent in June. The Cherry Blossom season 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 the Spring. Metrorail has added train trips during the busiest times, addressing the most acute periods of crowding.



● **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.



CUSTOMER SATISFACTION

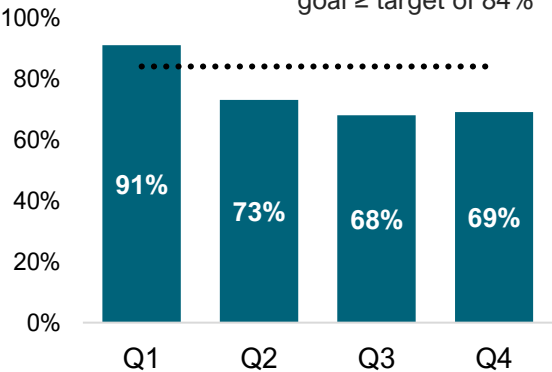
Metrorail Customer Satisfaction | 69% in Q4
FY target | ≥ 84%

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%



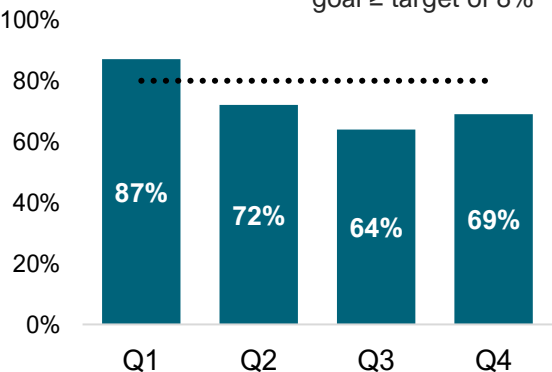
Bus Customer Satisfaction | 69% in Q4
FY target | ≥ 80%

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.

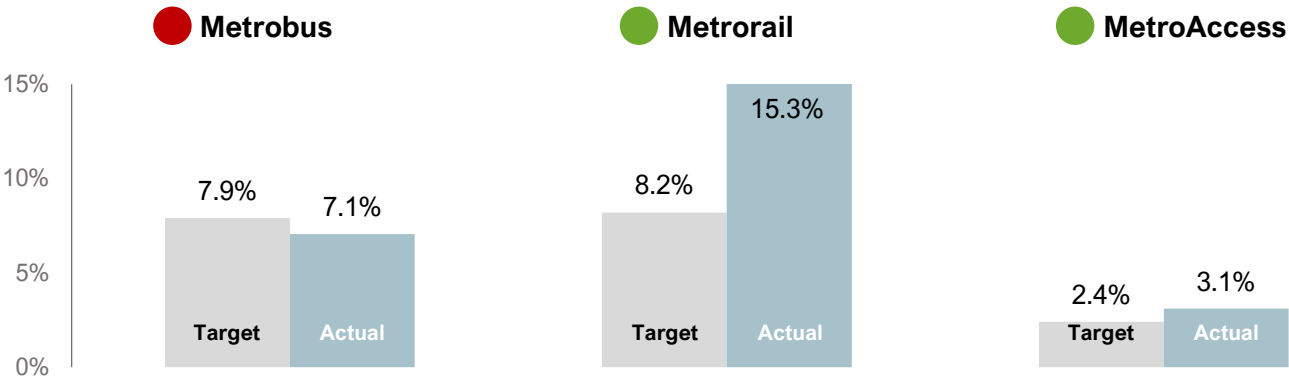
FY22 operating expenses were \$1,870.1 million or \$230.0 million below budget. Operating revenues were \$281.4 million (excluding federal relief), favorable to budget by \$53.5 million and funding 15 percent of operating expenses. Total revenue was \$971.2 million including federal relief used as revenue 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 subsidy¹ 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%

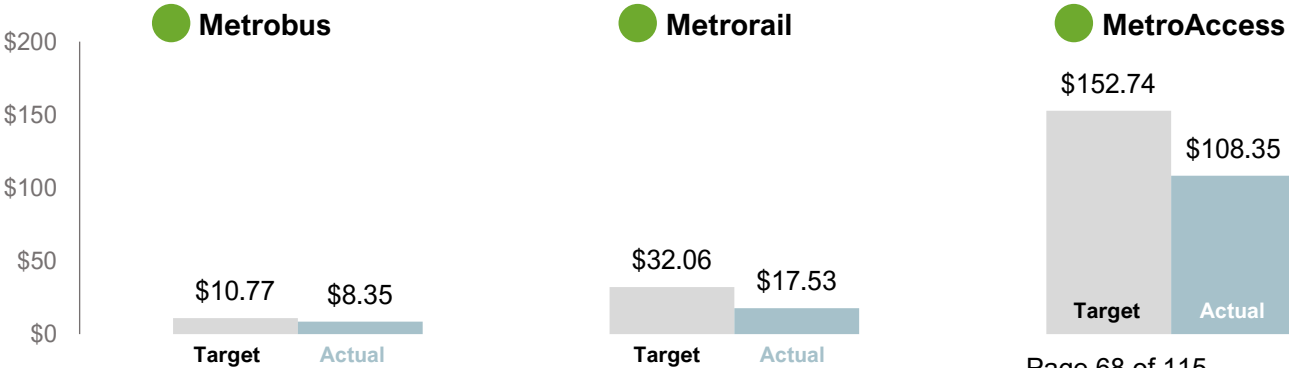
The ratio of passenger revenue divided by operating costs. This measure describes the portion of operating expenses covered by passenger fares. For this measure, a higher result than target is favorable ↑



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 ↓



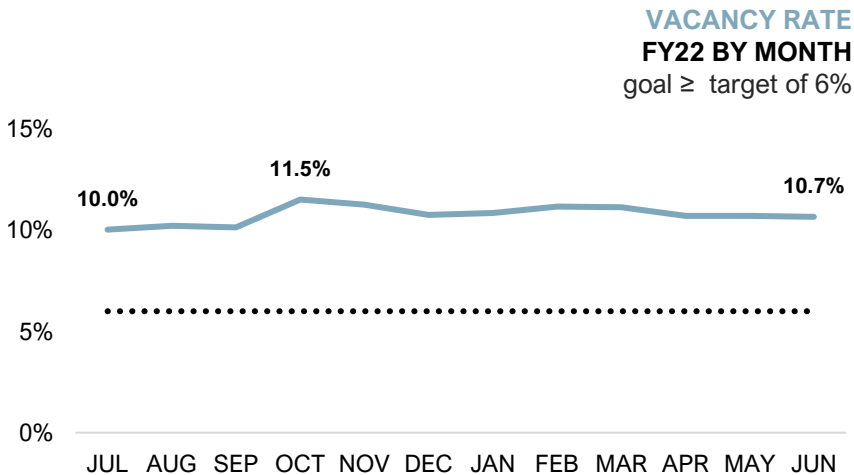
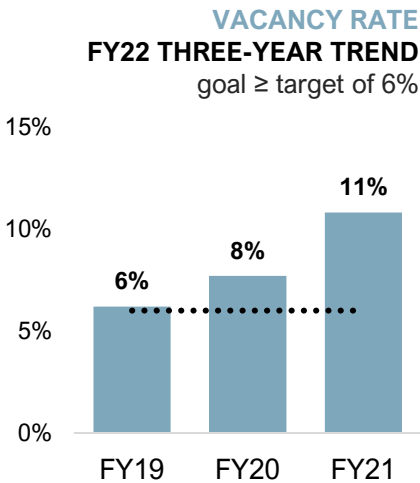
VACANCY RATE

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.



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	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	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	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	50.5
	Actual: Metro Operated Shuttle	0.2	0.0	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
	Actual: APC	5.7	6.1	7.0	7.4	6.7	6.6	4.7	5.7	7.2	7.3	7.9	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	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	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	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	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	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	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	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	1.6	2.3	1.2	4.6	3.4	2.4	2.2	1.9	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
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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
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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%

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RIDERSHIP

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Ridership	Total Metro ridership 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. Passenger trips are defined as follows: ▶ Metrorail reports passenger trips. A passenger trip is counted when a customer enters through a faregate. In an example where a customer transfers between two trains to complete their travel one trip is counted. ▶ Metrobus reports passenger boardings. A passenger boarding is counted via the onboard Automatic Passenger Counter (APC) when a customer boards a Metrobus. In an example where a customer transfers between two Metrobuses to complete their travel two trips are counted. Metrobus totals also include shuttles* to accommodate rail station shutdowns and other track work. ▶ 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. *Metro does not include bus shuttle passenger trips in its budget or published ridership forecasts.

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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: Part 1 Crime count ÷ (Number of passengers ÷ 1,000,000) 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. 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: Number of injuries ÷ (Number of passengers ÷ 1,000,000)* 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. 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. *per 100,000 passengers for MetroAccess
Employee Injury Rate	Employee injury rate: Number of injuries ÷ (Total work hours ÷ 200,000) 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. 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.

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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: $\frac{\text{Number of NTD reportable collisions}}{(\text{Total number of bus miles operated} \div 1,000,000)}$ 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. 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. 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. 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 consist of any fire that occurs within the Metrorail system regardless if active suppression was required. There are three main types of fires that occur within the Metrorail system: non-electrical (e.g., debris, rubbish such as leaves, newspapers), cable, arcing events (track components, train components) and station equipment. 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. 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.

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SERVICE RELIABILITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
MyTripTime (Metrorail Customer On-Time Performance)	Percentage of customer journeys completed on time Number of journeys completed on time ÷ Total number of journeys	Rail Customer On-Time Performance (OTP) communicates the reliability of rail service, which is a key driver of customer satisfaction. OTP measures the percentage of customers who complete their journey within the maximum amount of time it should take per WMATA service standards. The maximum time is equal to the train run-time + a headway (scheduled train frequency) + several minutes to walk between the fare gates and platform. These standards vary by line, time of day, and day of the week. Actual journey time is calculated from the time a customer taps a SmarTrip® card to enter the system, to the time when the SmarTrip® card is tapped to exit. Factors that can 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 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 “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. 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 Number of vehicle arrivals at the pick-up location within the 30 minute on-time window ÷ 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.

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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) Total railcar revenue miles ÷ Number of failures during revenue service resulting in delays of four or more minutes Mean Distance Between Failure (MDBF) Total railcar revenue miles ÷ Total number of failures occurring during revenue service	The number of miles traveled before a railcar experiences a failure. Some car failures result in inconvenience or discomfort, but do not always result in a delay of service (such as hot cars). Mean Distance Between Delay includes those failures that had an impact on customer on-time performance. Mean Distance Between Failure and Mean Distance Between Delay communicate the effectiveness of Metro's railcar maintenance and engineering program. Factors that influence railcar reliability are the age and design of the railcars, the amount the railcars are used, the frequency and quality of preventive maintenance, and the interaction between railcars and the track.
Bus Fleet Reliability	Mean Distance Between Failures (MDBF) Total bus mileage ÷ 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) Total MetroAccess vehicle odometer miles ÷ 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 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.

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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 $\text{Hours in service} \div \text{Operating hours}$ $\text{Hours in service} = \text{Operating hours} - \text{Hours out of service}$ $\text{Operating hours} = \text{Operating hours per unit} \times \text{number of units}$	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. Availability is the percentage of time that Metrorail escalators or elevators in stations and parking garages are in service during operating hours. Customers access Metrorail stations via escalators to the train platform, while elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, and travelers carrying luggage. An out-of-service escalator requires walking up or down a stopped escalator, which can add to travel time and may make stations inaccessible to some customers. When an elevator is out of service, Metro is required to provide alternative services which may include shuttle bus service to another station.
Available Track (FTA Asset Management performance measure)	Percentage of track segments with performance restrictions at 9:00 AM the first Wednesday of every month $\text{Number of track miles with performance restrictions} \div 234 \text{ total miles}$ (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. A performance restriction occurs when there is a speed restriction: the maximum train speed is set below the guideway design speed. Performance restrictions may result from a variety of causes, including defects, signaling issues, construction zones, and maintenance causes. FTA considers performance restrictions to be a proxy for both track condition and the underlying guideway condition.
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.

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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 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: ▶ Before Pandemic: 100 passengers per car ▶ Pandemic: 23 passengers per car (before June 11, 2021), 75 passengers per car (after June 11, 2021) Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can effect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.
Bus Crowding	Percentage of bus stops encountered by a bus that exceeds crowding guidelines 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: ▶ Before Pandemic: 120% of seated capacity during peak for BRT, framework, and coverage routes, 100% off peak and at all times on commuter routes ▶ Pandemic: 50% of seated capacity before FY22, 75% of seated capacity in FY22 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. 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: 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 ÷ 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. Customer satisfaction is defined as the percent of customer survey respondents who rated their <i>last trip within a 30-day period</i> 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.

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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 $\frac{\text{(Number of budgeted positions – number of employees in budgeted positions)}}{\text{number of budgeted positions}}$	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.