



# Q3 FY2019 Metro Performance Report

The following is Metro's system-wide performance for Q3/FY2019 in the areas of quality service, safety, security and financial responsibility. Performance is compared to targets that Metro aims to achieve, or where applicable, to previous fiscal year performance.



## Quality Service

### **MyTripTime – 88% of customers on-time** ●

About 88 percent of Metrorail customers were on time during the first three quarters of FY2019, meeting Metro's target. Weekday performance is above target, with just over 89 percent of customer trips completed on-time. Weekend on-time performance is lower due to track work, with 76 percent of customer trips completed on-time this fiscal year. However, weekend performance this quarter was the strongest in three years, with 79 percent of trips on time, due to improvements in service planning and delivery to minimize customer impacts of track work.

Overall, planned track work lowered on-time performance by about three percentage points over these three quarters as crews executed four major capital rebuilding efforts in July, August and November. The capital rebuilding efforts ensure the system is in a state of good repair and that service remains reliable for customers. A 45-day Red Line shutdown in July and August allowed for structural repairs and improved platform boarding at Rhode Island Avenue. During 16 days of continuous single-tracking in August on the Orange, Blue and Silver Lines, the tightest curve in the system near McPherson Square was rebuilt. A 14-day shutdown in November resulted in structural repairs and other infrastructure improvements on the entire Yellow Line bridge, and a four-day shutdown in November enabled the replacement of switches and installation of new grout pads that support the rails on the aerial structure at Ronald Reagan Washington National Airport station.

Police activity and other customer-related incidents account for almost 40 percent of all unplanned delays on rail and have increased compared to the first three quarters of FY2018, while overall crime is down across the entire Metro system.

Railcars account for another one-third of delays, but these have decreased by almost 40 percent relative to the first three quarters of FY2018 thanks to improved maintenance practices and the retirement of the poorest performing 5000-series railcars. The remaining third of unplanned delays are split almost equally between infrastructure failures and operations (e.g. operator personal breaks). Infrastructure failures have decreased by 67 percent and smoke and fire incidents were down almost 20 percent compared to FYTD2018 thanks to the track preventive maintenance program and intensive rebuilding efforts.

## Rail Fleet Reliability — 147,763 miles between delay ●

Railcar performance continues to be the best in eight years, reaching over 145,000 miles between delays—a 150 percent improvement compared to FYTD2018. Performance reached a record high in March, with cars traveling on average 238,000 miles before leading to a customer delay. For customers, this has resulted in 41 percent fewer offloads and more on-time arrivals at destinations. The 7000-series railcars now represent over 55 percent of the available fleet and are the top performers, traveling over 230,000 miles between delays. With 648 7000-series cars in service as of April 1, 2019, Metro has retired all of the 192 5000-series cars and expects to have them off property by the end of calendar year 2019. Metro continues to invest in improving the performance of its legacy fleet by ensuring that the right work is done at the right time by the right people. Staff have instituted a new scheduled maintenance program, and when railcar delays or offloads do occur, Metro maintenance and engineering staff will work together to identify and address root causes.

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## Rail Infrastructure Availability — 98% of infrastructure available ●

Rail infrastructure availability was better than target and higher than last fiscal year, with about 98 percent of track available during passenger hours. Planned track work was the main reason track was out of service, reducing availability by 1.4 percentage points. In addition to major work on the Red, Orange, Blue and Silver Lines during Q1/FY2019, there were two shutdowns in November of Q2: a 14-day shutdown of the Yellow Line bridge to pour new grout pads and replace fasteners, cables and other components, and a four-day shutdown of the Yellow and Blue Lines between Braddock Road and Pentagon City stations to replace switches and pour new grout pads. Unplanned disruptions lowered availability by only 0.4 percentage points, a sign of improving condition and a vast improvement over the first three quarters of FY2018 when 3.6 percent of track was unavailable, in part due to power-related speed restrictions in the core of the system. Thanks to the preventive maintenance program and capital rebuilding efforts addressing the parts of the system in the poorest condition, the duration of speed restrictions and emergency single-tracking events decreased by over 40 percent.

Metro continues to focus on increasing the amount of work accomplished during overnight, non-passenger service hours, limiting the impact on customers. During the first three quarters of FY2019, Metro conducted over 146,900 work-wrench hours of maintenance and capital work during non-passenger service hours, up 33 percent from the first three quarters of FY2018 thanks to improved overall infrastructure condition and better planning and coordination. This also resulted in 32 percent fewer emergency requests (work that must be accomplished within 48 hours) over the same period of time.

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## Bus On-Time Performance — results unavailable *[pilot KPI]* ●

In July 2018, Metrobus began pilot testing a new calculation for bus OTP. Since beginning the pilot, data quality errors have been identified that impact monitoring and reporting. These errors are driven by older, defective software installed on the on-board equipment of approximately 10 percent of the Metrobus fleet and by errors in timepoints both resulting in reporting of incorrect departure and arrival times, thus compromising the performance results.

In partnership with Metro's external intelligent transportation system (ITS) partners, work is now underway to replace the identified defective on-board equipment – with 99 percent replaced as of May 2, 2019 – as well as to correct the underlying timepoint attributes. Metro expects to complete these corrective actions by the end of May and reporting is to resume in the new fiscal year.

## **Bus Fleet Reliability — 6,417 miles between failure ●**

Through Q3/FY2019, buses on average traveled just over 6,400 miles between service interruption, an 11 percent decline from the same period last fiscal year. The compressed natural gas (CNG) fleet continues to be the top performer, improving 12 percent compared to the same time last year, traveling over 7,600 miles between failure. Performance of the hybrid fleet, which delivers over 60 percent of service, continues to experience challenges with performance declining 17 percent compared to the same time last year.

Bus maintenance and engineering staff are taking several actions to improve performance of the hybrid fleet, including working with the bus manufacturer to address three recent failures that are impacting 13 percent of the fleet and testing a replacement energy storage system for the failure prone 77 BAE hybrids, which constitute eight percent of the fleet. Metro also continues to replace older, less reliable buses in support of delivering safe, reliable, and comfortable service to customers with 83 new 40-foot CNG and 10 new 60-foot hybrid buses placed into service as of March 31, 2019.

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## **MetroAccess On-Time Performance — 91% of vehicles on-time ●**

MetroAccess OTP was 91 percent FYTD, near the target of 92 percent. MetroAccess initiated a Strategic Route Closure (SRC) initiative in the middle of Q2/FY2019 to reduce the number of routes/revenue hours and reduce costs. To mitigate the impact to on-time performance, MetroAccess continues to focus on improving the scheduling process.

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## **Elevator Availability — 96% available ●**

Elevator availability was slightly below target for the first three quarters of the fiscal year. However, availability has steadily improved over the last nine months, meeting the target of 97 percent in the third quarter.

Metro is taking actions to improve performance, including analyzing frequent causes of failure and adjusting maintenance strategies accordingly. Management is considering having a dedicated elevator team for the next system pick (currently staff are assigned to a region where they repair both escalators and elevators). Furthermore, “Helper” staff positions are being added to increase the rigor and timeliness of inspections and maintenance. Seven “Helper” staff have recently been hired and an additional four are under recruitment. These positions would be allocated across both elevator and escalator support.

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## **Escalator Availability — 94% available ●**

At 94 percent, escalator availability is on par with last year’s performance and exceeds the target of 92 percent. Q3/FY2019 availability was also 94 percent. Availability remains high despite Metro’s aggressive and expansive plan to replace a significant number of escalators across the system. Nearly twice as many units are scheduled to be replaced this fiscal year compared to last fiscal year.



## Safety & Security

### Crime — 795 Part I crimes ●

The FY2019 Part I crime rate decreased seven percent compared to the same period last year. The rate of crimes against property decreased 16 percent and the rate of crimes against persons increased 12 percent. The combined crime rate of 3.6 crimes per million passenger trips represents the lowest rate in recent years.

### Red Signal Overruns — 5 incidents ●

The target for red signal overruns is a general downward trend compared to the prior year, which was achieved for FYTD2019. There were three overruns for the third quarter bringing the total to five for the year, which is a 30 percent decrease compared to FYTD2018. All three trains that passed a red signal occurred under different conditions, as they were all in different locations, times, and track configurations (pocket track, yard, diverging point); there were no Roadway Maintenance Machines (RMMs) incidents.

Current mitigations and corrective action programs appear to be effective at reducing red signal overrun incidents. The actions to reduce overruns include, but are not limited to: signal head upgrades (LED bulbs, new lenses, and name plates) to increase conspicuity; sign maintenance (cleaning/ replacement); yard safety briefings on each shift by interlocking operators; right-side signal configurations; diverging route signal consistency; line familiarization for train and equipment operators; and improved communications (e.g., headsets) for Roadway Maintenance Machines (RMMs).

### Fire Incidents — 51 incidents ●

Rail system fires are on a downward trend with an 18 percent decrease achieved for FYTD2019. Fifty-one fire incidents occurred in FYTD2019 compared to 62 in FYTD2018. Third-rail insulators and debris/equipment-related fires continue to be the primary sources. Of note, the three cable fires in FY2019 were not related to high voltage power feeder cables.

Current mitigations and preventive maintenance programs including, but not limited to stray current testing, cable meggering and replacement, track bed cleaning and drain maintenance, appear to be effective at reducing fire incidents.

### Rail Collisions — 10 collisions ●

Rail collisions have increased 25 percent this fiscal year, failing to meet target. There were 10 operational collisions during the first three quarters of FY2019, up from eight in the first three quarters of FY2018. The rail collision metric includes incidents of minor damage that were the result of a preventable incident (e.g., trains striking equipment/objects pulling into or out of a maintenance shop).

Of the four most recent collisions, three involved roadway maintenance machines (RMM) and one involved a train. Two (separate) RMM incidents involved an improperly stored boom contacting tunnel ceilings. The third RMM incident was the result of a hi-rail vehicle striking a Wee-Z Bond with the bucket of a boom. The railcar

collision involved contact with an accordion-style barrier at a station thrown onto the roadway by a customer. While the damage was minor, the incident resulted in an impact to service.

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## **Derailments — 2 incidents ●**

Derailments remained steady at two incidents for FY2019, an 82 percent decrease compared to the first three quarters of FY2018. There were no incidents in the last three months, compared to five over the same period in FY2018.

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## **Bus Collisions — 66.0 per million miles ●**

Bus collisions are rated as preventable or non-preventable. Preventable means the employee failed to do everything reasonably expected of a trained professional driver. Examples are a bus rear-ending another vehicle or striking a parked vehicle. Non-preventable means the employee took every reasonable action and/or could not have possibly avoided the accident. Examples are a bus being struck while servicing a bus stop or being struck by a vehicle that ran a red light at high speed.

The overall collision rate is 66.0 per million miles, broken down by 29.5 preventable collisions per million miles and 36.5 non-preventable collisions. The target rate for bus collisions is specific to preventable collisions, and at 22.5 preventable collisions per million miles, Metro did not meet target. The preventable collision rate increased 19 percent compared to FYTD2018. Preventable collisions primarily consisted of striking fixed objects, sideswipes, hitting parked vehicles, and hitting other vehicles in rear.

Bus Services continues to investigate and review potential initiatives for effective solutions. Deceleration lights used to prevent other vehicles from rear-ending the bus have been installed on 85 percent of the fleet. Use of DriveCam (cameras on the bus that record incidents) by instructors trains operators on proper following distances and ensures they are doing their proper checks. Instructors also teach operators how to drive safely through streets and intersections, focusing on hotspots.

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## **Bus Pedestrian Strikes — 21 incidents ●**

There have been 20 pedestrian strikes in FY2019 that resulted in 21 injuries requiring immediate medical transport from the scene. Nine were in the crosswalk and 10 were not. This is an increase of 11 injuries compared to the same period in FY2018. There were two bicycle strikes. Staff rated 17 incidents preventable, compared to three non-preventable.

We continue to use technology and training to prevent pedestrian strikes. Bus Services meets with involved operators to review incident videos and reinforce proper safety checks while operating the bus. Bus Services continues to utilize DriveCam for continual training to identify near miss and potential high-risk behaviors. Pedestrian lights are being installed concurrently with deceleration lights to warn pedestrian and cyclists that a bus is approaching.

## **Rail Customer Injuries — 1.47 per million riders ●**

The target rate for Metrorail customer injuries is 1.45 injuries per one million passenger trips. Over the first three quarters of FY2019, the customer injury rate for Metrorail is 1.47. This is higher than target but represents a one percent improvement over the 1.48 rate of the first three quarters of FY2018.

Slips/trips/falls on escalators and station platforms was the primary injury type. The causal factors identified were customer distraction, intoxication and medical events. The most frequent stations for customer injuries over the last three months were Columbia Heights (5), Metro Center (4), Dupont Circle (4), Largo (3), New Carrollton (3), and Farragut North (3).

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## **Bus Customer Injuries — 2.84 per million riders ●**

The target rate for Metrobus customer injuries is 2.45 injuries per one million passenger trips. In FYTD2019, 228 passengers have been injured, resulting in an injury rate of 2.84, which is above target. However, the injury rate for FYTD2019 is two percent lower than in FYTD2018 (13 fewer injuries). Slip/trips/falls and vehicle collisions were the most common source of injury. For the slip/trips/falls injuries, vehicle motion (e.g., turning or accelerating) was the most common causal factor.

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## **MetroAccess Customer Injuries — 2.18 per 100,000 riders ●**

The target rate for MetroAccess customer injuries is 2.85 injuries per 100,000 passenger trips. The customer injury rate for MetroAccess is 2.18 FYTD, which is below target and represents a 14 percent decrease from the 2.54 rate for the same period in FY2018. Injuries most frequently resulted from slips/trip/falls and non-preventable collisions.

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## **Rail Employee Injuries — 3.6 per 100 employees ●**

The target rate for rail employee injuries is 4.0 per 200,000 hours worked. Rail has an employee injury rate of 3.6 which is below the target rate and is a 12 percent decrease from the same period of FY2018. It represents an overall decrease of 15 injuries (161 vs. 176). Slips/trips/falls, ergonomic-related and stress/assault were the most common injury types.

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## **Bus Employee Injuries — 11.0 per 100 employees ●**

The target rate for bus employee injuries is 9.4 injuries per 200,000 hours worked. The bus employee injury rate is 11.0 through March. This is a nine percent decrease compared to the FYTD2018 rate of 12.1 but is still higher than target. The most common injury types were related to vehicle collisions, slips/trips/falls, and stress/assault. Most collision-related injuries were the result of non-preventable collisions.



## Financial Responsibility

### Ridership — 220 million passengers ●

Total FYTD ridership of 220 million is 1.7 percent below the budget forecast of 223 million.

	FYTD19 Actual	Variance from Forecast	FYTD19 Weekday Average	Change from Prior Year	FYTD19 Weekend Average	Change from Prior Year
Metrorail	127	-0.7%	594,000	-0.9%	190,000	-1.9%
Metrobus	91	-3.0%	356,000	-4.0%	154,000	-3.4%
MetroAccess	2	-2.3%	8,000	0.9%		
	<b>220</b>	<b>-1.7%</b>				

Note: Metro is transitioning to using an automatic passenger counter (APC) as the source of official Metrobus ridership totals. In previous years, bus ridership was reported using farebox (AFC) figures. In FY2018, the FTA approved the use of the APC method which uses onboard sensors to count passengers boarding the vehicles. In the FY2019 Approved Budget, AFC ridership figures are adjusted to account for this change. Prior year figures are actual APC counts collected during the transition. In the above table, Metrobus FYTD19 Actual totals use APC and Metrobus average weekday and weekend totals use farebox.

### Legend

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



# Q3 FY2019 Metro Performance Report

Fiscal Year-To-Date  
July – March 2019



## QUALITY SERVICE

### MY TRIP TIME - RAIL ●

**88%** of customers arrived on-time

● Target ≥ 88% on-time

### BUS ON-TIME PERFORMANCE ●

**N/A** of buses arrived on-time

● Pilot KPI

### METROACCESS ON-TIME PERFORMANCE ●

**91%** of vehicles arrived on-time

● Target ≥ 92% on-time



## SAFETY & SECURITY

### RED SIGNAL OVERRUNS ●

**5** red signal overrun incidents

● FYTD Prior Year 7

### BUS COLLISIONS ●

**66.0** collisions per million miles

● FYTD Prior Year 61.5

### PART I CRIME ●

**795** 3.6 per million passengers

● FYTD Target ≤ 1,238 Part I Crimes



## FINANCIAL RESPONSIBILITY

### RIDERSHIP ●

**220** million passengers

● Budget Forecast 223 million passengers



**KPI: MYTRIPTIME --METRORAIL CUSTOMER ON-TIME PERFORMANCE [TARGET 88%]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	71%	69%	64%	65%	61%	63%	66%	71%	70%	75%	76%	79%	67%
FY 2018	86%	89%	87%	88%	87%	86%	86%	87%	88%	88%	87%	88%	87%
FY 2019	86%	79%	90%	89%	87%	89%	90%	90%	89%				88%

**KPI: MYTRIPTIME -- METRORAIL CUSTOMER ON-TIME PERFORMANCE BY LINE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Red Line	85%	79%	88%	87%	87%	89%	89%	90%	91%				87%
Blue Line	85%	75%	87%	87%	82%	86%	87%	86%	87%				85%
Orange Line	86%	72%	91%	89%	86%	89%	89%	87%	83%				86%
Green Line	91%	91%	94%	94%	93%	94%	94%	92%	93%				93%
Yellow Line	89%	89%	89%	91%	78%	82%	89%	88%	91%				88%
Silver Line	86%	75%	90%	91%	87%	88%	92%	88%	88%				87%

**KPI: MYTRIP TIME -- METRORAIL CUSTOMER ON-TIME PERFORMANCE BY TIME PERIOD**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush (5AM-9:30AM)	89%	80%	93%	92%	91%	92%	91%	92%	92%				90%
Mid-day (9:30AM-3PM)	88%	80%	91%	91%	90%	91%	92%	92%	92%				90%
PM Rush (3PM-7PM)	88%	78%	92%	91%	89%	89%	91%	91%	89%				89%
Evening (7PM-9:30PM)	86%	78%	88%	88%	87%	88%	94%	94%	93%				88%
Late Night (9:30PM-12AM)	91%	92%	93%	89%	90%	92%	92%	90%	91%				91%
Weekend	71%	79%	77%	76%	65%	80%	82%	74%	81%				76%

continued

**KPI: RAIL INFRASTRUCTURE AVAILABILITY [TARGET 97%]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017							94%	93%	92%	92%	92%	92%	93%
FY 2018	94%	94%	94%	95%	93%	94%	95%	95%	95%	95%	95%	99%	94%
FY 2019	99%	95%	98%	99%	97%	99%	99%	99%	99%				98%

**KPI: FTA REPORTABLE SPEED RESTRICTIONS [TARGET 2.1%]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	13%	12%	14%	16%	16%	15%	10%	10%	13%	11%	12%	15%	13%
FY 2018	10%	13%	10%	10%	12%	14%	10%	10%	10%	10%	10%	0%	11%
FY 2019	0%	2%	0%	2%	2%	4%	0%	0%	0%				1%

**TRAIN ON-TIME PERFORMANCE (HEADWAY ADHERENCE) [TARGET 91%]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	78%	76%	78%	80%	74%	76%	76%	82%	80%	84%	83%	82%	78%
FY 2018	90%	92%	89%	92%	89%	88%	89%	91%	91%	92%	92%	93%	90%
FY 2019	90%	78%	93%	93%	91%	93%	91%	92%	92%				91%

**TRAIN ON-TIME PERFORMANCE BY LINE (HEADWAY ADHERENCE)**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Red Line	87%	64%	94%	93%	93%	93%	92%	94%	95%				90%
Blue Line	90%	83%	91%	91%	88%	91%	88%	88%	87%				89%
Orange Line	91%	72%	93%	92%	90%	92%	90%	91%	89%				89%
Green Line	95%	93%	96%	96%	96%	95%	95%	94%	95%				95%
Yellow Line	93%	94%	95%	95%	93%	95%	93%	92%	94%				94%
Silver Line	91%	71%	92%	91%	89%	91%	90%	90%	89%				89%

**TRAIN ON-TIME PERFORMANCE BY TIME PERIOD (HEADWAY ADHERENCE)**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush	87%	72%	91%	89%	88%	90%	86%	88%	88%				87%
Mid-day	95%	83%	97%	97%	96%	96%	95%	96%	96%				95%
PM Rush	86%	71%	91%	91%	88%	90%	89%	89%	89%				88%
Evening	96%	97%	98%	93%	96%	98%	97%	96%	96%				96%

continued

**RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN DELAYS) [TARGET 90,000 MILES]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	55,850	73,246	65,416	86,174	66,697	76,244	79,105	85,489	80,348	118,958	101,585	104,461	73,027
FY 2018	92,927	84,111	84,278	104,128	80,687	85,310	61,004	95,119	113,361	103,228	125,658	117,519	86,831
FY 2019	124,123	119,755	145,352	141,878	161,039	162,407	134,683	146,531	238,078				147,763

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	95,568	83,807	230,624	163,611	73,894	454,796	151,711	126,627	224,891				141,358
3000 series	84,905	88,157	77,736	104,095	139,627	74,195	67,444	73,869	184,913				89,829
5000 series	22,744	37,116	76,830	37,686	N/A	N/A	N/A	N/A	N/A				46,621
6000 series	96,185	147,417	141,853	72,916	98,357	88,620	112,453	117,115	244,162				111,672
7000 series	210,439	152,268	211,855	213,541	237,397	384,686	235,081	255,354	262,859				230,163

**RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN FAILURE) [TARGET 8,500 MILES]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4,333	4,606	5,538	6,321	6,355	6,819	6,787	7,723	6,878	7,902	8,425	8,215	5,943
FY 2018	7,430	8,227	9,711	10,881	10,376	10,496	10,021	11,280	11,202	13,699	11,755	12,850	9,786
FY 2019	10,073	10,671	11,092	14,010	14,075	15,929	14,019	14,397	19,737				13,311

**RAIL FLEET RELIABILITY (RAIL MEAN DISTANCE BETWEEN FAILURE BY RAILCAR SERIES)**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	7,466	8,730	9,609	9,439	7,697	11,370	10,114	7,449	17,299				8,837
3000 series	6,820	7,279	6,947	9,831	10,308	9,659	9,303	8,984	10,418				8,055
5000 series	2,843	2,749	2,401	4,187	N/A	N/A	N/A	N/A	N/A				2,783
6000 series	5,186	6,229	6,490	6,851	8,062	9,601	11,781	9,582	13,565				6,951
7000 series	22,463	20,480	23,686	26,852	23,328	30,225	19,773	25,707	34,911				23,647

**TRAINS IN SERVICE [TARGET 98%]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017			94%	96%	92%	99%	94%	98%	97%	97%	96%	97%	96%
FY 2018	99%	99%	98%	101%	99%	99%	97%	98%	98%	99%	98%	98%	99%
FY 2019	97%	98%	98%	97%	97%	98%	96%	97%	98%				97%

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**OFFLOADS [TARGET <85 PER MONTH]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	151	100	103	89	96	112	75	67	90	62	74	78	883
FY 2018	60	64	65	41	64	53	98	61	53	51	55	54	559
FY 2019	48	44	35	40	25	38	44	33	25				332

**RAIL LOADING [OPTIMAL PASSENGERS PER CAR (PPC) OF 100, WITH MINIMUM OF 80 AND MAXIMUM OF 120 PPC]**

AM Rush Max Load Points		Travel Direction	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Gallery Place	Red	Shady Grove	97	87	98	97	98	97	80	85	97	100
Dupont Circle		Glenmont	<b>108</b>	89	98	86	84	100	74	81	94	99
Pentagon	Blue	Largo Town Center	75	59	69	69	74	93	65	79	87	80
Rosslyn		Largo Town Center	63	50	59	59	64	67	50	61	66	66
L'Enfant Plaza		Franconia-Springfield	50	40	49	41	43	47	38	36	48	47
Court House	Orange	New Carrollton	98	84	84	95	84	98	75	81	95	97
L'Enfant Plaza		Vienna	69	59	73	72	74	77	56	62	70	70
Pentagon	Yellow	Mt. Vernon Square	<b>120</b>	100	<b>119</b>	<b>110</b>	100	87	74	75	90	89
Waterfront	Green	Greenbelt	92	82	100	98	96	98	75	78	93	93
Shaw-Howard		Branch Avenue	<b>119</b>	89	99	<b>103</b>	93	79	69	78	86	89
Rosslyn	Silver	Largo Town Center	<b>110</b>	93	85	88	89	94	75	69	94	94
L'Enfant Plaza		Wiehle-Reston	59	42	54	64	56	55	48	49	67	62
PM Rush Max Load Points												
Metro Center	Red	Glenmont	<b>107</b>	84	90	95	<b>101</b>	91	83	92	100	100
Farragut North		Shady Grove	96	79	88	90	88	85	75	74	89	89
Rosslyn	Blue	Franconia-Springfield	82	83	70	77	89	100	59	79	75	93
Foggy Bottom-GWU		Franconia-Springfield	84	73	74	81	98	100	63	72	75	82
Smithsonian		Largo Town Center	50	36	42	47	49	43	34	38	46	53
Foggy Bottom-GWU	Orange	Vienna	88	78	86	90	84	<b>102</b>	65	76	80	89
Smithsonian		New Carrollton	63	57	56	61	63	73	49	57	64	73
L'Enfant Plaza	Yellow	Huntington	<b>116</b>	95	<b>114</b>	<b>119</b>	<b>118</b>	96	80	73	95	100
L'Enfant Plaza	Green	Branch Avenue	98	84	<b>112</b>	<b>110</b>	95	95	76	76	88	<b>105</b>
Mt. Vernon Sq		Greenbelt	100	72	84	83	80	78	67	68	79	82
Foggy Bottom-GWU		Wiehle-Reston	69	52	68	64	67	73	52	60	74	78
L'Enfant Plaza	Silver	Largo Town Center	55	45	52	49	50	51	40	43	49	57

continued

**KPI: METROBUS ON-TIME PERFORMANCE [PILOT KPI]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2019	N/A			N/A									

\*Beginning in July 2018, Metro is piloting a new calculation for Bus OTP; the new calculation introduces a headway-based measure for routes 70, 79, X2, 90, 92, 16Y, and Metroway and modifies the schedule-based OTP to include all timepoints [previously excluded all last timepoints]

**KPI: METROBUS ON-TIME PERFORMANCE BY TIME PERIOD**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Early (4AM-6AM)	N/A				N/A								
AM Peak (6AM-9AM)	N/A				N/A								
Mid Day (9AM-3PM)	N/A				N/A								
PM Peak (3PM-7PM)	N/A				N/A								
Early Night (7PM-11PM)	N/A				N/A								
Late Night (11PM-4AM)	N/A				N/A								

**KPI: METROBUS ON-TIME PERFORMANCE BY SERVICE TYPE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Schedule Service	N/A				N/A								
Headway Service	N/A				N/A								

**KPI: METROBUS ON-TIME PERFORMANCE BY HEADWAY ROUTE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
70	N/A				N/A								
79	N/A				N/A								
X2	N/A				N/A								
90,92	N/A				N/A								
Metroway	N/A				N/A								
16Y	N/A				N/A								

continued

<b>KPI: METROBUS SERVICE DELIVERED [PILOT KPI]</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2019	N/A			N/A									

<b>KPI: METROBUS SERVICE DELIVERED BY TIME PERIOD</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Early (4AM-6AM)	N/A			N/A									
AM Peak (6AM-9AM)	N/A			N/A									
Mid Day (9AM-3PM)	N/A			N/A									
PM Peak (3PM-7PM)	N/A			N/A									
Early Night (7PM-11PM)	N/A			N/A									
Late Night (11PM-4AM)	N/A			N/A									

<b>BUS FLEET RELIABILITY (BUS MEAN DISTANCE BETWEEN FAILURES) [TARGET 8,000 MILES]</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	7,540	7,425	8,428	8,378	8,262	8,421	7,962	9,881	9,254	8,499	7,784	8,350	8,314
FY 2018	7,555	7,764	7,571	6,923	7,492	7,776	6,221	6,164	7,485	6,124	6,209	6,515	7,174
FY 2019	6,192	5,961	5,806	6,644	6,670	6,806	6,422	6,661	6,796				6,417

<b>BUS FLEET RELIABILITY (BUS MEAN DISTANCE BETWEEN FAILURE BY FLEET TYPE)</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
CNG <i>29% of Fleet</i> <i>Average Age 6.8</i>	7,425	7,965	6,918	6,929	7,190	7,443	8,401	7,861	9,474				7,655
Hybrid <i>59% of Fleet</i> <i>Average Age 6.7</i>	5,909	6,136	6,430	7,188	7,317	7,933	6,652	6,655	6,690				6,709
Clean Diesel <i>9% of Fleet</i> <i>Average Age 10.5</i>	4,755	2,819	2,420	3,773	3,251	3,599	3,417	4,734	3,854				3,467
Diesel <i>3% of Fleet</i> <i>Average Age 19.0</i>	3,900	1,644	7,722	4,194	1,658	1,026	1,754	2,488	2,671				1,899

continued

**BUS LOADING - Q3/FY 2019 TOP 10 ROUTES BY JURISDICTION**

Jurisdiction	Line Name	Route Name	Time Period	Highest Passenger Load	Max Load Factor
DC	14th Street	54	PM Peak	74	<b>1.9</b>
	P Street - LeDroit Park	G2	AM Peak	53	<b>1.9</b>
	14th Street	52	PM Peak	73	<b>1.8</b>
	16th Street Limited	S9	AM Peak	70	<b>1.8</b>
	Takoma - Petworth	63	AM Peak	70	<b>1.8</b>
	16th Street	S4	AM Peak	70	<b>1.8</b>
	16th Street	S2	AM Peak	69	<b>1.8</b>
	Deanwood - Alabama Avenue	W4	AM Peak	72	<b>1.8</b>
	14th Street	52	AM Peak	69	<b>1.7</b>
	14th Street	54	AM Peak	69	<b>1.7</b>
MD	Calverton - Westfarm	Z6	Midday	60	<b>1.5</b>
	Georgia Ave - Maryland	Y7	Midday	58	<b>1.5</b>
	Eastover - Addison Road	P12	AM Peak	58	<b>1.5</b>
	New Carrollton - Silver Spring	F4	PM Peak	58	<b>1.5</b>
	Greenbelt - Twinbrook	C4	PM Peak	57	<b>1.5</b>
	Bethesda - Silver Spring	J2	Midday	57	<b>1.5</b>
	Greenbelt - Twinbrook	C4	Midday	59	<b>1.5</b>
	Fairland	Z8	Midday	58	<b>1.4</b>
	Eastover - Addison Road	P12	PM Peak	56	<b>1.4</b>
	Annapolis Road	T18	PM Peak	56	<b>1.4</b>
VA	Columbia Pike - Farragut Square	16Y	PM Peak	67	<b>1.6</b>
	Columbia Pike - Farragut Square	16Y	AM Peak	66	<b>1.6</b>
	Lincolnia - Pentagon	7W	AM Peak	63	<b>1.6</b>
	Columbia Pike - Farragut Square	16Y	Midday	63	<b>1.5</b>
	Lincolnia - North Fairlington	7Y	PM Peak	63	<b>1.5</b>
	Lee Highway - Farragut Square	3Y	AM Peak	61	<b>1.5</b>
	Annandale	29G	AM Peak	58	<b>1.5</b>
	Ballston - Farragut Square	38B	PM Peak	59	<b>1.5</b>
	Lincolnia - North Fairlington	7Y	AM Peak	59	<b>1.5</b>
	Columbia Pike	16H	PM Peak	58	<b>1.4</b>

Performance Threshold	Max Load Factor
Below Threshold	< 0.3
Standards Compliant	0.3 - 0.5
Occasional Crowding	0.6 - 0.7
Recurring Crowding	0.8 - 0.9
Regular Crowding	1.0 - 1.3
Continuous Crowding	> 1.3

Highest passenger load = the average of all the highest max loads recorded by route, trip and time period

Passenger Loads:

40' Bus (standard size) accommodates 40 sitting and 69 with standing

60' Bus (articulated) accommodates 61 sitting and 112 with standing

\* Route has articulated buses, allowing for passenger load above 100

Load Factor = highest passenger load divided by actual bus seats used

continued

**KPI: METROACCESS ON-TIME PERFORMANCE [TARGET 92%]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	92%	91%	84%	83%	84%	87%	88%	87%	85%	88%	87%	92%	87%
FY 2018	89%	91%	90%	93%	93%	94%	94%	92%	93%	92%	93%	92%	92%
FY 2019	92%	92%	92%	92%	90%	91%	90%	89%	89%				91%

**ESCALATOR SYSTEM AVAILABILITY [TARGET 92%]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	93%	92%	93%	94%	94%	94%	95%	95%	96%	96%	96%	95%	94%
FY 2018	95%	94%	95%	94%	94%	94%	93%	93%	93%	93%	91%	93%	94%
FY 2019	93%	93%	92%	92%	94%	94%	94%	94%	94%				93%

**ELEVATOR SYSTEM AVAILABILITY [TARGET 97%]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	96%	97%	97%	97%	97%	97%	96%	97%	97%	97%	98%	97%	97%
FY 2018	97%	97%	97%	97%	97%	98%	97%	97%	97%	96%	96%	96%	97%
FY 2019	95%	96%	95%	97%	96%	97%	96%	96%	97%				96%

**KPI: METROBUS CUSTOMER SATISFACTION RATING**

	Q1	Q2	Q3	Q4	FYTD
FY 2017	78%	79%	74%	76%	74%
FY 2018	76%	72%	75%	80%	75%
FY 2019	71%	77%	75%		75%

**KPI: METRORAIL CUSTOMER SATISFACTION RATING**

	Q1	Q2	Q3	Q4	FYTD
FY 2017	66%	66%	69%	72%	69%
FY 2018	74%	73%	76%	79%	76%
FY 2019	75%	73%	80%		80%

continued



**RED SIGNAL OVERRUNS**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4	2	1	1	1	1	2	1	1	1	0	0	14
FY 2018	0	0	1	0	1	1	1	1	2	1	1	1	7
FY 2019	0	0	1	0	0	1	0	0	3				5

**FIRE INCIDENTS**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5	15	9	8	3	8	7	5	7	15	6	10	67
Non-Electrical	3	9	6	3	1	4	3	2	1	4	2	3	32
Cable	0	0	1	0	0	0	0	0	1	0	0	0	2
Arcing Event	2	6	2	5	2	2	4	3	5	11	4	7	31
Train Component	0	0	0	0	0	2	0	0	0	0	0	0	2
FY 2018	15	8	9	7	3	9	8	2	1	3	13	5	62
Non-Electrical	4	2	4	3	3	7	3	0	1	2	5	2	27
Cable	1	1	0	2	0	0	1	0	0	0	0	0	5
Arcing Event	9	5	5	2	0	0	4	2	0	1	8	3	27
Train Component	1	0	0	0	0	2	0	0	0	0	0	0	3
FY 2019	10	11	5	3	5	2	3	5	7				51
Non-Electrical	4	1	1	2	4	2	3	3	3				23
Cable	0	3	0	0	0	0	0	0	0				3
Arcing Event	6	6	4	1	1	0	0	2	4				24
Train Component	0	1	0	0	0	0	0	0	0				1

**RAIL COLLISIONS**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1	1	1	2	3	0	2	0	3	1	1	2	13
FY 2018	1	1	1	0	0	1	1	1	2	1	1	2	8
FY 2019	2	3	0	0	1	0	0	2	2				10

continued

DERAILMENTS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4	0	3	2	2	0	1	1	0	1	2	0	13
Trains Carrying Customers	1	0	0	0	0	0	0	0	0	0	0	0	1
Trains with No Customers	2	0	1	0	0	0	0	0	0	1	0	0	3
Roadway Maintenance Machines	1	0	2	2	2	0	1	1	0	0	2	0	9
FY 2018	2	1	2	0	0	1	2	1	2	1	1	0	11
Trains Carrying Customers	0	0	0	0	0	0	1	0	0	0	0	0	1
Trains with No Customers	0	0	0	0	0	0	1	0	0	0	0	0	1
Roadway Maintenance Machines	2	1	2	0	0	1	0	1	2	1	1	0	9
FY 2019	0	1	0	0	1	0	0	0	0				2
Trains Carrying Customers	0	0	0	0	0	0	0	0	0				0
Trains with No Customers	0	0	0	0	0	0	0	0	0				0
Roadway Maintenance Machines	0	1	0	0	1	0	0	0	0				2

BUS COLLISION RATE [PER MILLION VEHICLE MILES] [PREVENTABLE COLLISIONS TARGET 22.5]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	52.9	59.7	60.2	68.4	56.5	61.4	53.2	53.7	59.6	57.9	58.3	55.9	58.5
Non-Preventable	30.4	35.6	35.6	44.7	34.2	39.3	31.2	31.8	37.1	39.0	36.4	37.5	35.6
Preventable	22.5	24.1	24.5	23.8	22.4	22.0	22.1	21.9	22.5	18.9	21.9	18.4	22.9
FY 2018	58.7	65.0	59.6	58.3	62.5	61.1	61.0	61.2	66.2	66.9	71.7	62.7	61.5
Non-Preventable	33.8	36.4	38.4	34.0	37.8	40.1	36.0	38.2	36.1	42.3	49.3	32.1	36.7
Preventable	24.9	28.6	21.2	24.2	24.8	20.9	25.0	23.0	30.0	24.7	22.4	30.6	24.8
FY 2019	68.8	70.0	67.6	70.0	57.7	67.7	64.0	61.3	66.0				66.0
Non-Preventable	35.6	42.6	38.9	36.1	34.3	37.2	34.4	32.2	36.6				36.5
Preventable	33.2	27.3	28.6	33.9	23.4	30.5	29.5	29.2	29.4				29.5

continued

<b>BUS PEDESTRIAN STRIKES [PEDESTRIAN / CYCLIST STRIKES]</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1	1	3	3	0	1	1	1	3	2	0	1	14
FY 2018	3	0	0	0	2	2	1	0	2	3	0	1	10
FY 2019	2	4	2	3	2	1	4	3	0				21

<b>CUSTOMER INJURY RATE (PER MILLION PASSENGERS)</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1.78	1.79	2.01	1.73	1.73	2.58	2.14	2.59	2.05	1.52	2.19	1.67	2.03
FY 2018	1.57	2.02	2.61	1.87	1.92	2.13	2.91	2.60	2.53	2.01	1.20	1.59	2.22
FY 2019	2.50	1.86	2.86	2.04	1.82	1.99	1.97	2.61	1.85				2.16

\*Includes Metrobus, Metrorail, rail transit facilities (stations, escalators and parking facilities) and MetroAccess customer injuries

<b>RAIL CUSTOMER INJURY RATE (PER MILLION PASSENGERS) [TARGET ≤ 1.45]</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	0.79	1.13	1.62	1.07	1.36	2.33	1.91	2.05	1.40	1.10	1.61	1.34	1.50
Non-Preventable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Preventable	0.79	1.13	1.62	1.07	1.36	2.33	1.91	2.05	1.40	1.10	1.61	1.34	1.50
FY 2018	1.45	1.24	1.18	0.82	1.50	1.37	2.47	1.90	1.53	1.01	1.09	1.22	1.48
Non-Preventable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Preventable	1.45	1.24	1.18	0.82	1.50	1.37	2.47	1.90	1.53	1.01	1.09	1.22	1.48
FY 2019	2.09	1.19	1.16	1.30	1.32	1.06	1.75	2.05	1.28				1.47
Non-Preventable	0.00	0.00	0.00	0.00	0.07	0.00	0.00	0.00	0.00				0.01
Preventable	2.09	1.19	1.16	1.30	1.25	1.06	1.75	2.05	1.28				1.46

continued

**BUS CUSTOMER INJURY RATE (PER MILLION PASSENGERS) [TARGET ≤ 2.45]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	2.28	2.35	2.22	2.22	1.66	2.45	2.11	3.07	2.62	2.10	2.52	1.84	2.31
Non-Preventable	0.85	1.27	1.85	0.74	0.78	0.53	0.32	0.95	1.65	0.50	0.84	0.97	1.01
Preventable	1.42	1.09	0.37	1.48	0.88	1.92	1.80	2.12	0.97	1.60	1.68	0.87	1.31
FY 2018	1.37	2.94	4.36	2.84	2.26	3.04	3.17	2.52	3.49	3.32	1.30	2.15	2.89
Non-Preventable	0.63	1.86	1.42	1.66	0.97	1.87	2.12	0.96	1.69	1.50	0.70	0.54	1.46
Preventable	0.74	1.08	2.94	1.17	1.29	1.17	1.06	1.56	1.80	1.82	0.60	1.61	1.43
FY 2019	2.71	2.35	5.27	2.99	2.19	3.06	1.61	2.93	2.33				2.84
Non-Preventable	0.54	0.78	2.86	0.50	0.00	1.47	0.49	0.00	0.78				0.83
Preventable	2.17	1.57	2.42	2.49	2.19	1.59	1.11	2.93	1.55				2.00

**METROACCESS CUSTOMER INJURY RATE (PER 100,000 PASSENGERS) [TARGET ≤ 2.85]**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5.26	1.90	2.00	2.49	3.09	2.60	2.15	1.61	2.49	0.52	2.88	1.95	2.61
Non-Preventable	2.11	0.95	1.00	1.49	1.03	1.04	1.08	0.54	0.50	0.52	1.44	0.98	1.08
Preventable	3.16	0.95	1.00	0.99	2.06	1.56	1.08	1.07	1.99	0.00	1.44	0.98	1.53
FY 2018	2.14	1.46	2.09	3.39	1.55	1.07	2.18	5.48	3.62	1.99	0.48	0.51	2.54
Non-Preventable	1.61	0.97	2.09	1.45	1.55	0.00	0.54	4.38	1.55	1.49	0.48	0.00	1.56
Preventable	0.54	0.49	0.00	1.94	0.00	1.07	1.63	1.10	2.07	0.50	0.00	0.51	0.98
FY 2019	2.54	2.36	1.06	1.39	2.10	1.66	3.38	2.84	2.45				2.18
Non-Preventable	2.54	2.36	1.06	0.46	2.10	1.66	2.82	1.70	1.96				1.84
Preventable	0.00	0.00	0.00	0.93	0.00	0.00	0.56	1.14	0.49				0.84

continued

EMPLOYEE INJURY RATE (PER 200,000 HOURS WORKED)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5.9	5.3	6.0	5.7	4.1	6.5	4.6	4.1	7.9	7.1	6.4	6.6	5.6
FY 2018	7.2	6.1	7.7	8.1	6.5	5.5	7.6	7.0	7.2	6.6	7.5	8.0	7.0
FY 2019	6.5	5.8	6.5	6.8	4.9	7.8	6.1	6.7	5.3				6.2

RAIL EMPLOYEE INJURY RATE (PER 200,000 HOURS WORKED) [TARGET ≤ 4.0]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5.5	4.8	3.8	3.8	2.9	3.9	3.6	2.8	5.7	3.1	3.7	3.4	4.1
Non-Preventable	0.6	1.3	0.4	0.8	0.6	0.4	0.2	0.2	0.5	0.0	1.2	1.2	0.6
Preventable	4.9	3.5	3.4	3.1	2.3	3.5	3.4	2.6	5.1	3.1	2.5	2.2	3.6
FY 2018	5.7	3.9	3.7	4.9	2.6	3.6	5.4	3.1	3.9	4.3	3.9	4.0	4.1
Non-Preventable	2.0	0.8	1.3	0.8	0.2	1.5	1.8	1.1	0.4	0.8	0.2	1.3	1.1
Preventable	3.7	3.1	2.4	4.1	2.4	2.1	3.6	2.0	3.5	3.5	3.7	2.4	3.0
FY 2019	5.3	3.1	4.0	2.3	2.9	4.1	3.1	4.9	3.2				3.6
Non-Preventable	1.0	0.8	1.1	0.8	0.8	1.1	0.6	0.4	1.4				0.9
Preventable	4.3	2.3	3.0	1.6	2.1	3.0	2.5	4.5	1.8				2.8

BUS EMPLOYEE INJURY RATE (PER 200,000 HOURS WORKED) [TARGET ≤ 9.4]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	7.0	8.3	9.0	11.5	7.0	10.7	6.9	6.7	12.2	14.4	10.9	12.7	8.9
Non-Preventable	4.3	4.9	5.7	6.1	5.2	4.6	4.4	4.0	6.4	9.3	5.6	6.7	5.1
Preventable	2.7	3.5	3.3	5.5	1.8	6.1	2.5	2.7	5.8	5.1	5.3	6.0	3.8
FY 2018	11.0	10.2	14.0	14.0	13.8	7.3	11.7	12.2	14.0	12.3	11.0	14.7	12.1
Non-Preventable	6.5	5.7	7.5	7.5	6.4	5.1	6.5	8.1	5.7	7.2	6.6	8.7	6.5
Preventable	4.5	4.5	6.5	6.5	7.4	3.2	5.2	4.1	8.4	5.0	4.5	6.1	5.6
FY 2019	8.5	10.6	10.4	16.1	9.2	13.9	11.3	10.5	8.2				11.0
Non-Preventable	5.5	4.6	7.5	9.2	4.4	8.5	4.3	5.4	4.7				6.0
Preventable	3.1	6.0	2.9	6.9	4.7	5.4	7.0	5.1	3.5				5.0

continued

KPI: PART I CRIME RATE [PER MILLION PASSENGERS]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	6.3	6.2	5.4	4.9	4.5	4.9	4.5	3.8	3.5	4.2	4.6	4.5	4.9
FY 2018	4.3	4.7	5.1	4.1	3.8	3.7	3.4	2.4	3.5	4.4	3.7	4.1	3.9
FY 2019	3.4	3.9	3.6	3.6	3.8	3.8	4.3	3.3	3.0				3.6

KPI: PART I CRIMES [TARGET ≤ 1,650 PART I CRIMES]													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	160	163	140	126	107	111	110	87	92	107	120	119	1,096
FY 2018	113	122	127	108	90	79	77	52	86	114	97	108	854
FY 2019	90	101	87	99	89	84	95	72	78				795

PART I CRIMES BY TYPE													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Property Crime	63	70	56	68	50	51	54	41	46				499
Larceny (Snatch/ Pickpocket)	15	17	12	10	19	21	15	15	21				145
Larceny (Other)	48	45	41	52	24	29	33	22	24				318
Burglary	0	0	1	1	0	0	0	1	1				4
Motor Vehicle Theft	0	7	1	3	2	1	1	1	0				16
Attempted M V Theft	0	1	1	1	3	0	3	2	0				11
Arson	0	0	0	1	2	0	2	0	0				5
Violent Crime	27	31	31	31	39	33	41	31	32				296
Aggravated Assault	7	9	10	7	13	9	12	12	8				87
Rape	0	0	1	0	1	0	1	0	0				3
Robbery	20	22	20	24	25	24	28	19	24				206
FY 2019 Part I Crimes	90	101	87	99	89	84	95	72	78				795
FY 2019 Homicides	0	1	1	0	0	0	0	0	0				1

\* Homicides that occur on WMATA property are investigated by other law enforcement agencies. These cases are shown for public information; however, the cases are reported by the outside agency and are not included in MTPD crime statistics.

continued



**KPI: RIDERSHIP BY MODE [BUDGET FORECAST 301.7 MILLION]**

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Rail	Forecast	15,903,800	14,932,500	14,767,800	15,279,400	13,059,500	12,946,700	13,042,100	12,730,000	15,019,300				127,681,000
	Actual	15,773,079	14,280,028	13,787,738	16,212,860	13,593,699	12,268,426	12,539,782	12,661,125	15,614,840				126,731,577
Bus	Forecast	10,973,100	10,910,300	10,910,300	11,161,900	10,255,900	9,828,000	9,765,100	9,589,000	10,394,300				93,787,900
	Actual: Farebox	9,110,450	9,849,707	9,074,247	10,030,755	8,617,014	8,151,336	8,065,793	7,815,736	9,005,717				79,720,755
	Actual: APC	10,266,537	11,171,278	10,144,464	11,372,421	9,746,920	9,583,261	9,437,541	9,069,133	10,197,314				90,988,869
Access	Forecast	202,500	206,100	203,200	213,200	193,600	197,000	178,600	184,300	204,200				1,782,400
	Actual	196,666	212,050	188,964	215,654	190,276	181,256	177,581	175,966	203,794				1,742,207
Total	Forecast	27,079,400	26,048,900	25,881,200	26,654,500	23,509,000	22,971,700	22,985,800	22,503,200	25,617,700				223,251,400
	Actual: Farebox	25,080,195	24,341,785	23,050,949	26,459,269	20,400,989	20,601,018	20,783,156	20,652,827	24,824,351				208,194,539
	Actual: APC	26,236,282	25,663,356	24,121,166	27,800,935	23,530,895	22,032,943	22,154,904	21,906,224	26,015,948				219,462,653

Note: Metro is transitioning to using automatic passenger counter (APC) ridership as the source of official Metrobus ridership totals. In FY2018, the FTA approved the use of the APC method that is considered a more accurate count. The FY2019 Approved Budget ridership figures are adjusted to account for this change. Prior year figures are actual APC counts collected during the transition.

<b>VACANCY RATE [TARGET 6%]</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	6%	7%	5%
FY 2018	7%	7%	7%	6%	7%	7%	6%	6%	7%	7%	7%	7%	7%
FY 2019	6%	7%	6%	5%	5%	5%	5%	5%	6%				6%

<b>OPERATIONS CRITICAL VACANCY RATE [TARGET 9%]</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	10%	10%	10%	8%	8%	8%	7%	7%	7%	8%	8%	11%	7%
FY 2018	13%	12%	13%	12%	12%	12%	11%	11%	11%	10%	10%	11%	11%
FY 2019	10%	9%	9%	9%	8%	8%	8%	9%	9%				9%

<b>WATER USAGE (GALLONS PER VEHICLE MILE) [TARGET 0.82]</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1.37	1.29	1.56	1.05	0.61	0.50	0.69	0.52	0.64	0.66	0.67	1.13	0.92
FY 2018	1.25	1.39	1.40	1.29	0.65	0.67	0.55	0.62	0.56	0.68	0.83	1.22	0.93
FY 2019	1.27	1.15	1.32	0.86	0.44	1.38	0.39	0.43	0.64				0.88

<b>ENERGY USAGE (BTU/VEHICLE MILE) [TARGET 38,290]</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	42,404	39,734	44,477	37,665	38,352	40,112	45,493	42,813	39,927	40,877	36,782	41,244	41,180
FY 2018	41,548	38,877	40,219	35,308	38,773	40,066	44,078	42,060	36,393	37,798	37,508	40,594	39,628
FY 2019	39,641	42,492	40,949	37,031	42,821	39,068	39,811	38,462	36,342				39,569

<b>GREENHOUSE GAS EMISSIONS PER VEHICLE MILE [TARGET 4.00]</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4.11	3.80	4.34	3.63	3.66	3.81	4.54	4.34	3.95	4.22	3.77	4.29	4.15
FY 2018	4.34	4.03	4.22	3.78	4.08	4.02	4.65	4.19	3.68	3.98	3.87	4.31	4.08
FY 2019	4.16	4.40	4.36	3.81	4.43	4.04	4.07	4.11	3.50				4.09

continued

## Definitions

KPI	How is it measured?	What does this mean and why is it key to our strategy?
<b>QUALITY SERVICE</b>		
Metrorail Customer On-Time Performance	<p>Percentage of customer journeys completed on time</p> $\frac{\text{Number of journeys completed on time}}{\text{Total number of journeys}}$	<p>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.</p> <p>Factors that can effect OTP include: railcar availability, fare gate availability, elevator and escalator availability, infrastructure conditions, speed restrictions, single-tracking around scheduled track work, railcar delays (e.g., doors), or delays caused by sick passengers.</p>
Rail Infrastructure Availability	<p>Percentage of track available for customer travel during operating hours</p>	<p>Rail Infrastructure Availability is a key driver of customer on-time performance. Planned and unplanned maintenance of track, signaling, and traction power can result in single-tracking and/or speed restrictions that slow customer travel throughout the system. This measure includes both the duration and distance of restrictions. Single-tracking events reduce availability to zero for the portion of track impacted. Slow speed restrictions reduce availability of affected track segments by 85%, while medium restrictions reduce availability by 40%.</p>
FTA Reportable Speed Restrictions <small>(Federal Transit Administration Transit Asset Management Performance Measure)</small>	<p>Percentage of track segments with performance restrictions at 9:00 AM the first Wednesday of every month</p> $\frac{\text{Number of track miles with performance restrictions}}{234 \text{ total miles}}$	<p>In 2016, the Federal Transit Administration (FTA) issued its Final Rule on Transit Asset Management, which requires transit properties to set targets and report performance on a variety of measures, including guideway condition. Guideway includes track, signals and systems.</p> <p>A performance restriction occurs when there is a speed restriction: the maximum train speed is set below the guideway design speed. Performance restrictions may result from a variety of causes, including defects, signaling issues, construction zones, and maintenance causes. FTA considers performance restrictions to be a proxy for both track condition and the underlying guideway condition.</p>
Train On-Time Performance	<p>Number of station stops delivered within the scheduled headway plus 2 minutes during rush (AM/PM) service ÷ Total station stops delivered</p> $\frac{\text{Number of station stops delivered up to 150\% of the scheduled headway during non-rush (midday and evening)}}{\text{Total station stops delivered}}$	<p>Train on-time performance measures the adherence to weekday headways, or the time customers wait between trains. Factors that can effect on-time performance include: infrastructure conditions, missed dispatches, railcar delays (e.g., doors), or delays caused by sick passengers. Station stops are tracked system-wide, with the exception of terminal and turn-back stations.</p>

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Rail Fleet Reliability	<p>Mean Distance Between Delays (MDBD)</p> <p>Total railcar revenue miles ÷ Number of failures during revenue service resulting in delays of four or more minutes</p>	<p>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.</p> <p>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.</p>
	<p>Mean Distance Between Failure (MDBF)</p> <p>Total railcar revenue miles ÷ Total number of failures occurring during revenue service</p>	
Trains in Service	<p>Percentage of required trains that are in service at 8:15 AM and 5:00PM</p> <p>Number of Trains in service ÷ Total required trains</p>	<p>Trains in Service is a key driver of customer on-time performance and supports the ability to meet the Board standard for crowding. WMATA’s base rail schedule requires 140 trains during rush periods. Fewer trains than required results in missed dispatches, which leads to longer wait times for customers and more crowded conditions. Key drivers of train availability include the size of the total fleet and the number of “spares”, railcar reliability and average time to repair, operator availability, and balancing cars across rail yards to ensure that the right cars are in the right place at the right time.</p>
Railcar Offloads	<p>Number of railcar offloads that were a result of a railcar malfunction</p>	<p>Railcar Offloads are a key driver of customer on-time performance and communicates the impact of Metro’s railcar maintenance and engineering program on custom. Factors that influence railcar offloads 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.</p>
Rail Loading	<p>Number of rail passengers per car</p> <p>Total passengers observed on-board trains passing through a station during a rush hour ÷ Actual number of cars passing through the same station during the rush hour</p> <p>Trained Metro observers are strategically placed around the system during its busiest times to monitor and report on crowding.</p> <p>Counts are taken at select stations where passenger loads are the highest and in the predominant flow direction of travel on one to two dates each month (from 6 AM to 10 AM and from 3 PM to 7 PM). In order to represent an average day, counts are normalized with rush ridership.</p>	<p>The Board of Directors has established Board standards of rail passengers per car to measure railcar crowding. Car crowding informs decision making regarding asset investments and scheduling.</p> <p>Additional Board standards have been set for:</p> <ul style="list-style-type: none"> <li>▲ Hours of service—the Metrorail system is open to service customers</li> <li>▲ Headway—scheduled time interval between trains during normal weekday service</li> </ul>

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Metrobus On-Time Performance	<p>Percentage of bus service delivered on-time</p> <p>Schedule-based routes = Number of time points delivered on time based on a window of 2 minutes early and 7 minutes late ÷ Total number of time points delivered</p> <p>Headway-based routes = Number of time points delivered within the scheduled headway + 3 minutes ÷ Total number of time points delivered</p>	<p>Bus on-time performance (OTP) communicates the reliability of bus service, which is a key driver of customer satisfaction and ridership.</p> <ul style="list-style-type: none"> <li>▶ For schedule-based routes, OTP measures adherence to the published route schedule for delivered service.</li> <li>▶ For headway-based routes, OTP measures the adherence to headways, or the time customers wait between buses. Headway-based routes include routes 70, 79, X2, 90, 92, 16Y, and Metroway.</li> </ul> <p>Factors that can effect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by passengers.</p>
Bus Fleet Reliability	<p>Mean Distance Between Failures (MDBF)</p> <p>The number of total miles traveled before a mechanical breakdown requiring the bus to be removed from service or deviate from the schedule</p>	<p>Mean Distance Between Failures is used to monitor trends in vehicle breakdowns that cause buses to go out of service and to plan corrective actions. Factors that influence bus fleet reliability include vehicle age, quality of maintenance program, original vehicle quality, and road conditions affected by inclement weather and road construction.</p>
Bus Service Delivered	<p>Percentage of scheduled bus service delivered</p> <p>Number of delivered time points ÷ Total number of scheduled time points (by route)</p>	<p>Bus service delivered is a key driver of bus on-time performance and supports the ability to meet the published route schedule and headways. When a trip is missed due to bus reliability, operator availability, or a collision and service is not delivered to customers, this leads to longer wait times for customers and more crowded conditions.</p>
Bus Loading	<p>Ratio of bus seats filled</p> <p>Top load recorded on a route during a time period ÷ actual bus seat capacity</p>	<p>Bus loading is a factor of bus customer satisfaction. This measure can inform decision making regarding bus service plans.</p>
MetroAccess On-Time Performance	<p>Adherence to Schedule</p> <p>Number of vehicle arrivals at the pick-up location within the 30 minute on-time widow ÷ Total trips delivered</p>	<p>This indicator illustrates how closely MetroAccess adheres to customer pick-up windows on a system-wide basis. Factors that effect on-time performance are traffic congestion, inclement weather, scheduling, vehicle reliability, and operational behavior. MetroAccess on-time performance is essential to delivering quality service to the customer.</p>
Elevator and Escalator Availability	<p>In-service percentage</p> <p>Hours in service ÷ Operating hours</p> <p>Hours in service = Operating hours – Hours out of service</p> <p>Operating hours = Operating hours per unit × number of units</p>	<p>Escalator/elevator availability is a key component of customer satisfaction with Metrorail service. This measure communicates system-wide escalator and elevator performance (at all stations over the course of the day) and will vary from an individual customer’s experience.</p> <p>Availability is the percentage of time that Metrorail escalators or elevators in stations and parking garages are in service during operating hours.</p> <p>Customers access Metrorail stations via escalators to the train platform, while elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, and travelers carrying luggage. An out-of-service escalator requires walking up or down a stopped escalator, which can add to travel time and may make stations inaccessible to some customers. When an elevator is out of service, Metro is required to provide alternative services which may include shuttle bus service to another station.</p>

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Customer Satisfaction	<p>Survey respondent rating</p> $\frac{\text{Number of survey respondents with high satisfaction}}{\text{Total number of survey respondents}}$	<p>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.</p> <p>Customer satisfaction is defined as the percent of survey respondents who rated their last trip on Metrobus or Metrorail as "very satisfactory" or "satisfactory." The survey is conducted via phone with approximately 400 bus and 400 rail customers who have ridden Metro in the past 30 days. Results are summarized by quarter (e.g., January–March).</p>

## SAFETY AND SECURITY

Customer Injury Rate	<p>Customer injury rate:</p> $\frac{\text{Number of injuries}}{\text{(Number of passengers} \div 1,000,000)}$	<p>The customer injury rate is based on National Transit Database (NTD) Reporting criteria. It includes injury to any customer caused by some aspect of Metro's operation that requires immediate medical attention away from the scene of the injury.</p> <p>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.</p>
Employee Injury Rate	<p>Employee injury rate:</p> $\frac{\text{Number of injuries}}{\text{(Total work hours} \div 200,000)}$	<p>An employee injury is recorded when the injury is (a) work related; and, (b) one or more of the following happens to the employee: 1) receives medical treatment above first aid, 2) loses consciousness, 3) takes off days away from work, 4) is restricted in their ability to do their job, 5) is transferred to another job, 6) death.</p> <p>OSHA recordable injuries are a key indicator of how safe employees are in the workplace.</p>
Crime	Reported Part I Crimes	<p>Part I crimes reported to Metro Transit Police Department for Metrobus (on buses), Metrorail (on trains and in rail stations), or at Metro-owned parking lots in relation to Metro's monthly passenger trips.</p> <p>This measure provides an indicator of the perception of safety and security customers experience when traveling the Metro system. Increases or decreases in crime statistics can have a direct effect on whether customers feel safe in the system.</p>

**FINANCIAL RESPONSIBILITY**

<p>Ridership</p>	<p>Total Metro ridership                   Metrorail passenger trips + Metrobus passenger boardings                  + MetroAccess passenger trips</p>	<p>Ridership is a measure of total service consumed and an indicator of value to the region. Drivers of this indicator include service quality and accessibility.</p> <p>Passenger trips are defined as follows:</p> <ul style="list-style-type: none"> <li>▲ 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.</li> <li>▲ 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.</li> <li>▲ MetroAccess reports passenger trips. A fare paying passenger traveling from an origin to a destination is counted as one passenger trip.</li> </ul> <p>*For performance measures and target setting, Metro uses total ridership numbers including passengers on bus shuttles to more fully reflect total passengers served. Metro does not include bus shuttle passenger trips in its budget or published ridership forecasts.</p>
<p>Vacancy Rate</p>	<p>Percentage of budgeted positions that are vacant                   (Number of budgeted positions –                  number of employees in budgeted positions) ÷ number of                  budgeted positions</p>	<p>This measure indicates how well Metro is managing its human capital strategy to recruit new employees in a timely manner, in particular operations-critical positions. Factors influencing vacancy rate can include: recruitment activities, training schedules, availability of talent, promotions, retirements, among other factors.</p>
<p>Water Usage</p>	<p>Rate of gallons of water consumed per vehicle mile                   Total gallons of water consumed ÷ Total vehicle miles</p>	<p>This measure reflects the level of water consumption Metro uses to run its operations. Water consumption is a key area of Metro’s Sustainability Initiative, which brings focus to Metro’s efforts to provide stewardship of the environmental systems that support the region.</p>
<p>Energy Usage</p>	<p>Rate of British Thermal Units (BTUs) consumed per vehicle mile                   MBTU(Gasoline + Natural Gas +                  Compressed Natural Gas + Traction Electricity + Facility                  Electricity) × 1000 ÷ Total vehicles miles</p>	<p>This measure reflects the level of various types of energy Metro uses to power its operations. Energy consumption is a key area of Metro’s Sustainability Initiative, which brings focus to Metro’s efforts to provide stewardship of the environmental systems that support the region.</p>
<p>Greenhouse Gas Emissions</p>	<p>Rate of metric tons of CO<sub>2</sub> emitted per vehicle mile                   (CO<sub>2</sub> metric tons generated from gas, CNG and diesel                  used by Metro revenue and non-revenue vehicles + CO<sub>2</sub>                  metric tons generated from electricity and natural gas used                  by facilities and rail services) ÷                  Total vehicle miles</p>	<p>Greenhouse Gas emissions reflect how Metro sources its energy used to power its operations, as well as the amount of energy it uses. Reducing Greenhouse Gas emissions is a key area of Metro’s Sustainability Initiative, which brings focus to Metro’s efforts to provide stewardship of the environmental systems that support the region.</p>