WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

PERFORMANCE REPORT

FY2022 | Q2

July - December 2021

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ABOUT THIS REPORT

The Q2 FY2022 Metro Performance Report highlights Metro's fiscal-year-to-date (FYTD) performance on a suite of measures that look retrospectively at safety, reliability, and financial responsibility. 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 the measure's FYTD results against target.

ABOUT METRO

The Washington Metropolitan Area Transit Authority (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

In the second quarter of Fiscal Year 2022, Metro met 17 of its 28 performance targets.

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

● Target met ● Near target ● Target missed

SAFETY

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

RELIABILITY

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

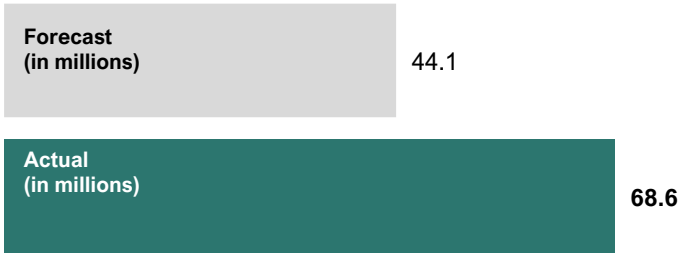
FINANCIAL RESPONSIBILITY

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

RIDERSHIP
TRENDS

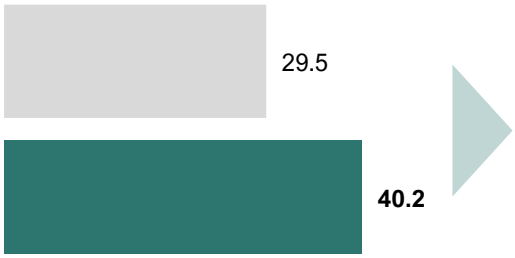
Summary of FYTD ridership

RIDERSHIP



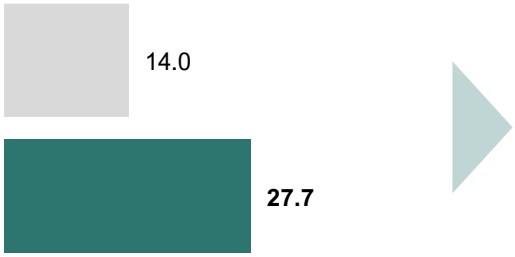
The total ridership of 68.6 million in the first half of FY22 was 56 percent above the forecast of 44 million and an 83 percent increase from the same period in FY21.

In the first half of FY22, Metrobus ridership exceeded Metrorail ridership by over 12 million riders. Rail ridership was affected by reduced service following the removal of 7000-series trains in mid-October, dropping about 15 percent in November and December compared to levels in September and early October.



Metrobus

- In the first half of FY22, Metrobus ridership was over 40.2 million, 37 percent over the forecast and 62 percent more than this same period last year. In early September, Metro launched 12 minutes-or-better service on 20 lines and 20 minutes-or-better service on 16 lines. These lines have seen bigger ridership gains than the rest of the network
- Average weekday ridership for Q2 was 242,400, a 12 percent increase from last quarter. Average weekend ridership for Q2 was 107,160, a 10 percent decrease from Q1



Metrorail

- In the first half of FY22, Metrorail ridership was over 27.7 million, double both the budgeted ridership and the ridership from this same period last year. Ridership rose to about five million trips in the months of September and October but fell to about 4.3 million trips in November and December following service cuts related to the removal of the 7000-series trains from service after the October 12 derailment
- Average weekday ridership for Q2 was 170,000, the same as Q1. Average weekend ridership was 108,000, a drop of about 5,000 riders or five percent from Q1

MetroAccess

- In the first half of FY22, MetroAccess ridership was 673,626, 20 percent over budget and 35 percent more than this same period last year
- Average weekday ridership for Q2 was 4,487, about the same as last quarter

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 FYTD 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 aspires to have zero injuries, fatalities, and safety events. The FY22 targets put the agency on a realistic glidepath towards achieving this vision.

- For crime and customer injury measures, Metro is returning to reporting them as rates scaled to ridership. Both measures aim to improve over FY21 performance.
- Targets have been set that aim for aggressive reductions in Rail safety events, including fires, derailments, collisions, and red signal overruns.
- As the region returns to work in offices and in-person school, traffic is expected to increase and the risk of bus collisions to rise. Maintaining the performance levels achieved over the past 24 months will be 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	Q2 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	3
Derailments	# of incidents	↓	25% improvement over baseline	24m avg	2
Smoke and Fire Incidents	# of incidents	↓	18% improvement over baseline	24m avg	21
Red Signal Overruns	# of incidents	↓	50% improvement over baseline	24m avg	4

Agency Safety Plan

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

		RATES*			COUNTS		
		fatalities	injuries	safety events	fatalities	injuries	safety events
Measure targets	Metrorail	0	21.2	9.8	0	162	48
	Metrobus	0	60.2	50.5	0	180	130
	MetroAccess	0	8.2	8.3	0	27	9
Actual results blue if target met		fatalities	Injuries	safety events	fatalities	Injuries	safety events
	Metrorail	0	24.7	14.3	0	76	44
	Metrobus	0	64.8	55.6	0	119	102
	MetroAccess	0	13.3	14.3	0	13	14

*per 10 million vehicle revenue miles

SAFETY SUMMARY OF FYTD PERFORMANCE

HOW TO READ THIS PAGE

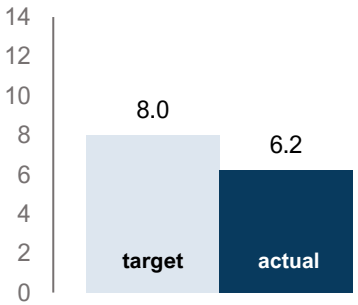
STOPLIGHT LEGEND

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

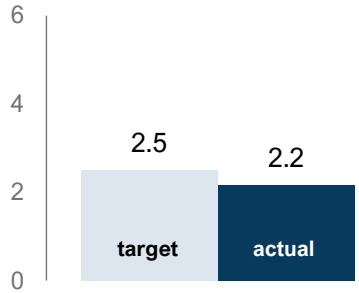
BAR CHART LEGEND AND PERFORMANCE GOAL

Performance below target favorable for all measures

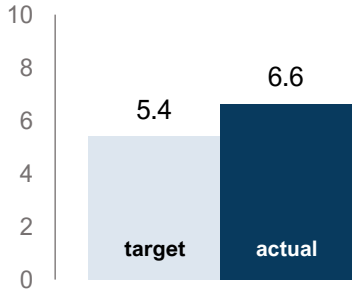
Part I Crime Rate
per 1,000,000 riders



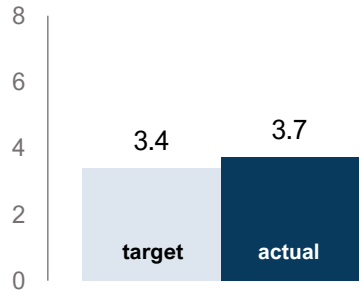
Customer Injury Rate
per 1,000,000 riders



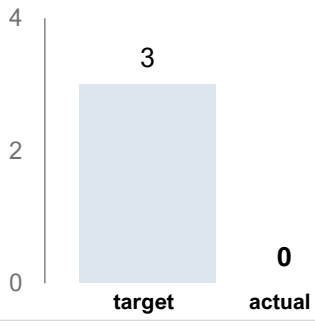
Employee Injury Rate
Per 100 employees



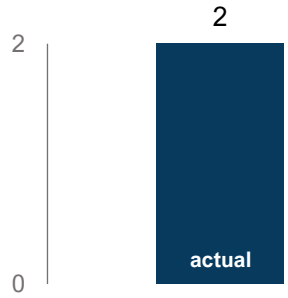
NTD Bus Collisions
per million miles



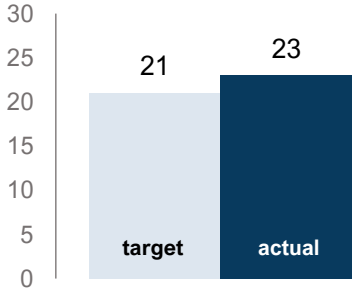
Rail Collisions
total count



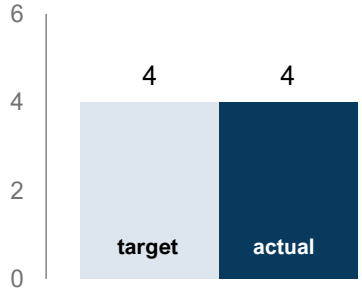
Derailments
total count

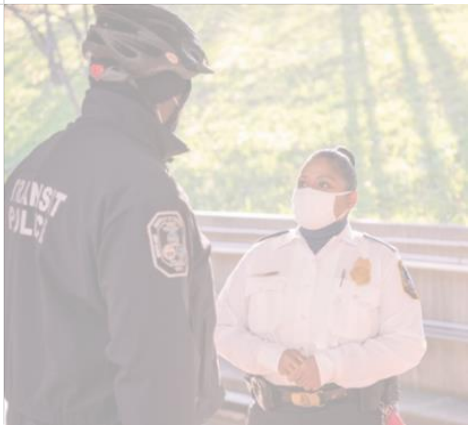


Fire Incidents
total count



Red Signal Overruns
total count



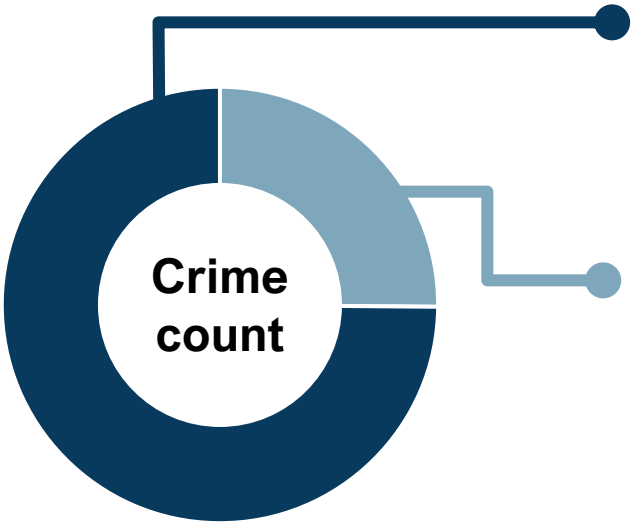


CRIME RATE

Crime Rate | **6.2** crimes per million riders (427 Part I Crimes)
FY target | ≤ 8.0 Part I crimes per million riders

In the first half of FY22, the Part I crime rate met target and was 33 percent lower than the same period last fiscal year, with 6.2 crimes per million trips in FY22 compared to 9.4 in FY21.

While Metro had over 30 million more riders in Q2 FY22 as compared to the same period in FY21, there were only 77 more Part I crimes—427 vs. 350 in FY21. Roughly 80 percent of crimes occurred on Metrorail during the first half of FY22.



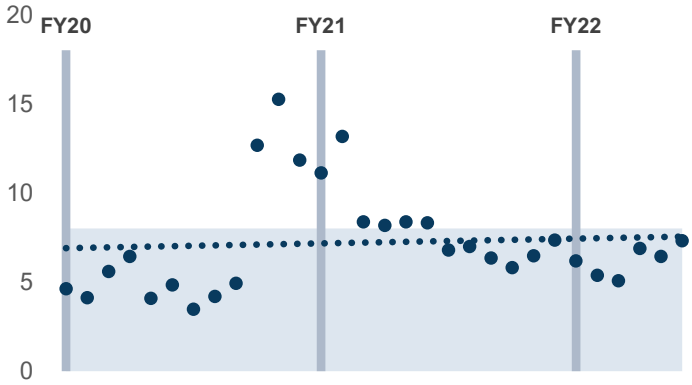
Crimes Against Property: 73% of crimes

There were an average of 52 crimes against property per month across the system during the first half of FY22, which includes theft, arson, robbery, auto theft, and burglary. The majority of these crimes occurred on Metrorail. The rate has returned to pre-pandemic levels

Crimes Against Persons: 27% of crimes

There were an average of 19 crimes against persons per month across the system during the first half of FY22, which includes homicide, rape, and aggravated assault. The rate of crimes against persons has slightly increased from the previous fiscal year and remains elevated compared to pre-pandemic levels. The majority of these crimes occurred on Metrorail

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



Key actions to sustain performance

- Enhance crime analytics to reduce all types of crimes across the system
- Deploy Security Observation Response Team (SORT) details for increased visibility to harden targets and deter crimes against persons and properties in rail stations
- Enhance the use of the Scanning, Analysis, Response and Assessment (SARA) Problem Solving process to address crime, disorder and quality of life issues with the goal of enhancing the safety and travel experiences for our customers and employees
- Utilize the temporary District III police station to deploy officers more efficiently in Metro Service Areas 5 and 6, which cover portions of Prince George's County and Washington, DC
- Use MTPD's Youth Services Unit (YSU) and Community Engagement Officers to aid efforts in reducing crime, engaging with the community, and monitoring crime trends

CUSTOMER INJURY RATE

Metrorail Customer Injury Rate | 1.7 per million riders

FY target | ≤ 2.5 per million riders

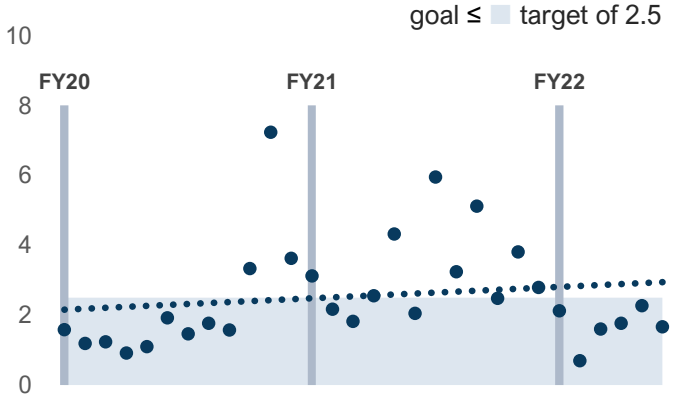
There were 47 customer injuries within Metrorail in the first half of FY22, resulting in a rate of 1.7 per million riders and meeting target of no more than 2.5 per million. This represents a 37 percent improvement relative to the same period in FY21.

Forty-four of the 47 injuries were slips, trips or falls, most frequently on escalators (25 injuries). There were three injuries due to customers falling on the tracks or standing too close to the platform edge. Several of the injuries occurred when customers were intoxicated. The primary locations for injuries were L'Enfant Plaza, Union Station, Anacostia, Gallery Place, and Waterfront.

Key actions to sustain performance

- 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 | 2.2 injuries per million riders

FY target | ≤ 2.5 per million riders

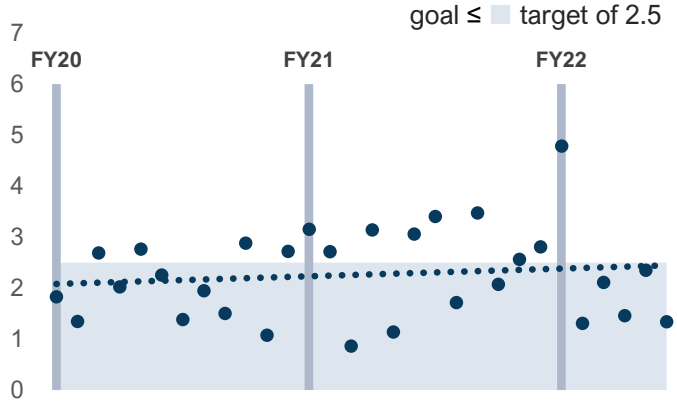
There were 87 Metrobus customer injuries in the first half of FY22, resulting in a rate of 2.2 per million riders and meeting target. This also represents a small improvement over the same period last year.

Over half (47 injuries) were collision-related, with most (30) due to non-preventable accidents. Thirty-nine percent (34 injuries) were due to slips/trips/falls, most frequently occurring when the bus was in motion, such as during acceleration, turning, or braking.

Key actions to sustain performance

- Perform a quarterly analysis of locations with multiple collisions to determine mitigations for those areas. Immediately investigate more urgent safety hazards, such as new construction that creates a challenging left turn
- 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 | 2.2 per 100,000 riders
FY target | ≤ 2.2 per 100,000 riders

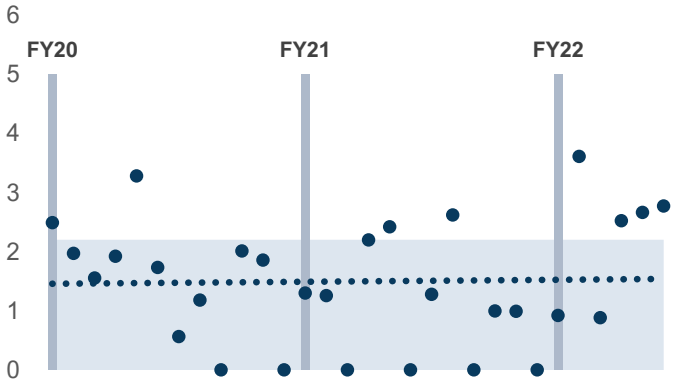
There were 15 injuries among MetroAccess customers in the first half of FY22, resulting in a rate of 2.23 per 100,000 riders and slightly missing target of no more than 2.2 per 100,000.

Ten of the 15 injuries were sustained during collisions, all of which were determined to have been non-preventable. The remaining five injuries occurred when customers were boarding or alighting from the vehicles.

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

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



EMPLOYEE INJURY RATE

Rail System Employee Injury Rate | 3.5 per 100 employees

FY target | ≤ 3.0 per 100 employees

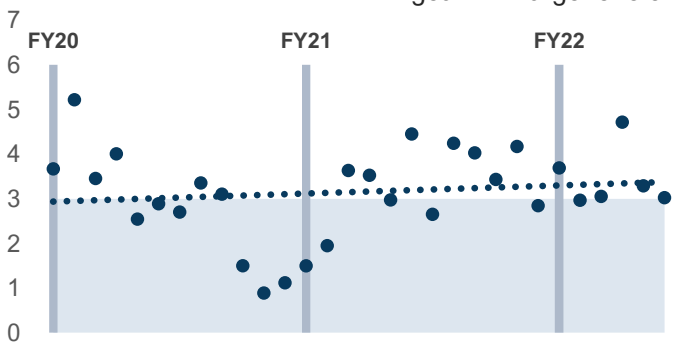
There were 96 rail system employees injured in the first half of FY22, resulting in a rate of 3.5 injuries per 100 employees, missing target.

Stress/Assault injuries (33) were the most frequent, accounting for almost a third of injuries this fiscal year and more than doubling compared to the same period last year. These injuries occur when staff are threatened or assaulted by passengers (18 injuries), witness adjacent violence, or experience passenger deaths or near misses. Injuries that occurred while using equipment or tools were the second most frequent (25), followed by slips, trips and falls, although the number of both of these types of injuries fell relative to the same period last year.

Key actions to improve performance

- Encourage Safety Observations and use data to identify and proactively address unsafe behaviors
- Conduct safety campaign to increase employee awareness around slip/trip/fall injuries

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



Bus Employee Injury Rate | 14.0 per 100 employees

FY target | ≤ 10.2 per 100 employees

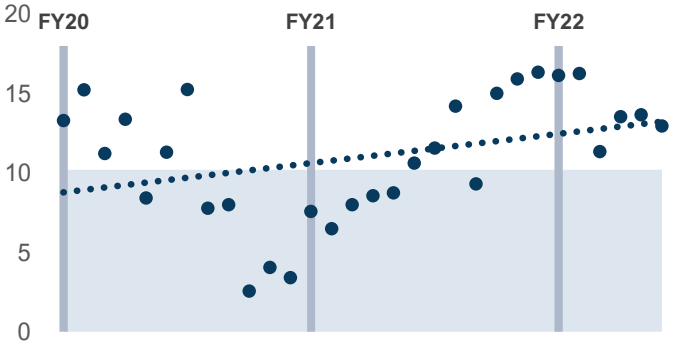
There were 244 Metrobus employees injured in the first half of FY22, resulting in a rate of 14.0 injuries per 100 employees, missing target.

Stress/Assault injuries (81) were the most frequent, accounting for a third of injuries. Stress claims more than quadrupled in FY22 compared to the same time last year. Similar to rail employees, these injuries occur when staff are threatened or assaulted by passengers (49 injuries), witness adjacent violence (26), or experience passenger deaths or near misses (3). Non-preventable collisions are the next most frequent cause of injury (57), followed by slips, trips and falls (34).

Key actions to improve performance

- Continue de-escalation training, which began in August 2021, to prevent bus operator assaults
- Participate in ongoing work with jurisdictions to increase penalties for assaults on essential employees
- Proactively use DriveCam footage to identify risky behaviors on the road and coach operators on proper procedure to avoid collisions before they occur
- When a tripping hazard is identified at a Metro facility, management partners with facilities to mitigate the hazard in a timely fashion

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



BUS COLLISION RATE

NTD Bus Collision Rate | 3.7 per million miles
FY target | ≤ 3.4 per million miles

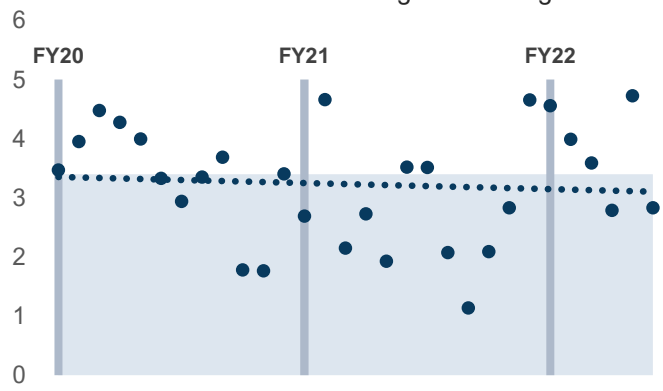
Metrobus experienced a rate of 3.7 serious collisions per million miles in the first half of FY22, missing target and 24 percent worse than the same period in the previous year.

There were 86 serious collisions in the first half of FY22, 46 in the first quarter and 40 in the second quarter. Non-preventable collisions account for over two-thirds of all collisions and have increased compared to the first half of FY21. Traffic is a key risk factor for collisions and has rebounded to about 90 percent of pre-pandemic levels in the Metrobus service region. During the first half of FY22, collisions most commonly occurred in intersections (19), when buses were rear-ended (17), or when buses were hit while stopped (14). There was an increase in all three of these types of collisions from the same period last year.

Key actions to improve performance

- Collect data on factors involved in collisions to inform the focus for coaching and training of operators. For example, with the high number of buses hit in the rear, additional coaching is added about appropriate slowing and berthing of the bus at stops
- Perform a quarterly analysis of locations with multiple collisions to determine mitigations for those areas. Immediately investigate more urgent safety hazards, such as new construction that creates a challenging left turn
- Proactively use DriveCam footage of operators driving to identify risky behaviors and coach operators on proper procedure to avoid collisions before they occur

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



Note: Metrobus tracks and reports serious collisions to the National Transit Database (NTD). A serious collision is one resulting in customer or employee injuries requiring immediate medical attention away from the scene, towaway of any vehicles involved, or combined property damage greater than $25,000. This is a subset of all collisions, representing about seven percent.

RAIL COLLISIONS & DERAILMENTS

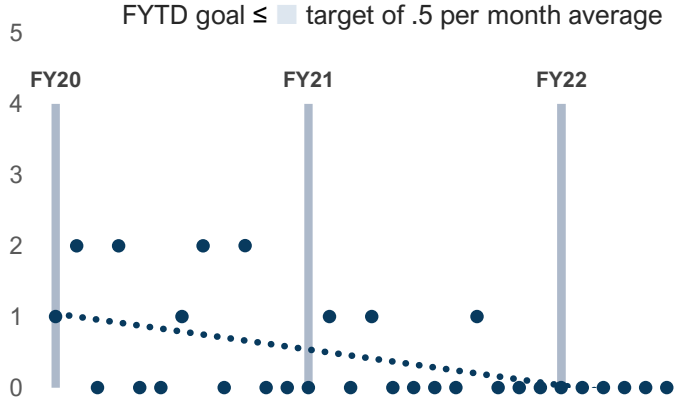
Rail Collisions | 0 collisions

FYTD target | ≤ 3 collisions

There were no NTD-reportable rail collisions in the first half of FY22, making nine consecutive months without an incident.

Staff continue to address the causal factors identified from the investigations of the three events in FY21, all of which occurred in rail yards: failure to follow procedures, improper railcar storage (e.g., stored too close), and attempting to uncouple railcars while on a downgrade portion of track.

Rail Collisions
FY20-FY22 TREND



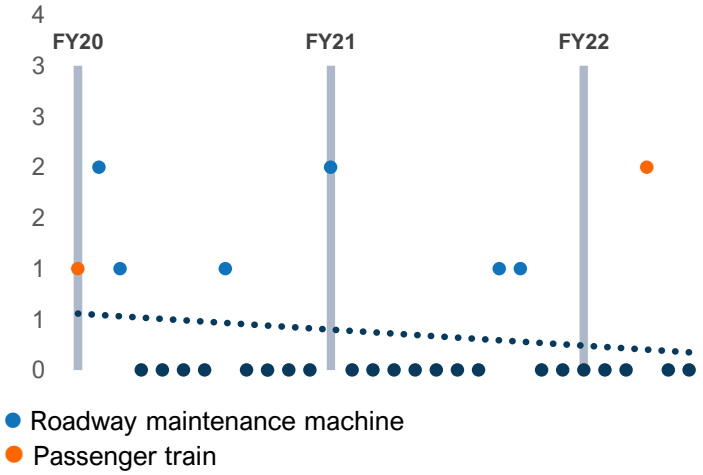
Derailments | 2 derailments

FYTD target | ≤ 2 derailments

There were two derailments in the first half of FY22, both in October.

On October 1, 2021, a roadway maintenance machine used to remove crossties derailed at Deanwood station while completing overnight maintenance work. There was no impact on customers. On October 12, 2021, a passenger train derailed on the mainline at the Arlington National Cemetery station due to an issue with the gauge of the wheels. This led to the removal of the 7000-series trains from service. Metro continues to work with outside experts and oversight agencies to identify and address the root cause of the safety issue.

Derailments
FY20-FY22 TREND



RAIL INCIDENTS

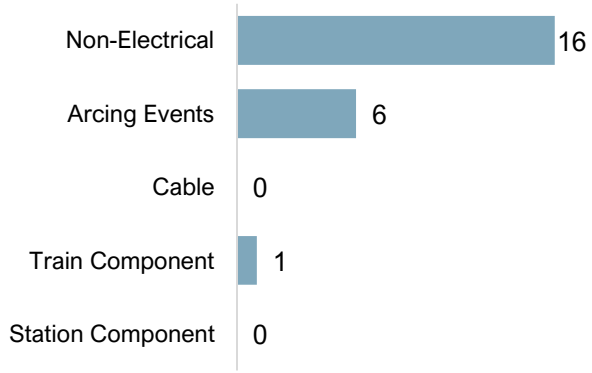
Fire Incidents | 23 incidents

FYTD target | ≤ 21 incidents

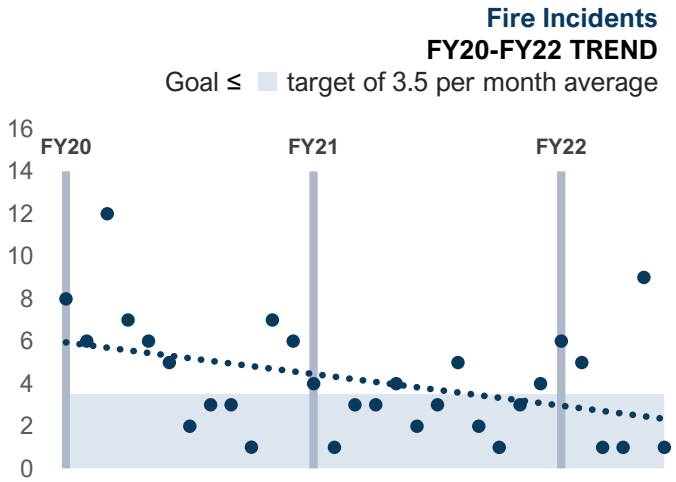
There were 23 NTD-reportable fires during the first half of FY22, above target and an increase of five incidents compared to the same time last year.

Seventy percent of fires were non-electrical (e.g., debris-related) in nature, and there was a 75 percent increase in these types of fires relative to the same period last year (16 compared to nine). This is likely related to the increase in ridership; before the pandemic, Metro averaged nine to 10 non-electrical fires a quarter, dropping to four on average during the pandemic. Compared to last year, there has been one more insulator/track component fire. Water, brake dust, and debris are the main drivers of insulator/track component fires. Metro continues to replace insulators in trouble areas every two years and regularly clean track beds.

Fire Incidents
FY22 INCIDENTS BY TYPE



Fire Incidents
FY20-FY22 TREND



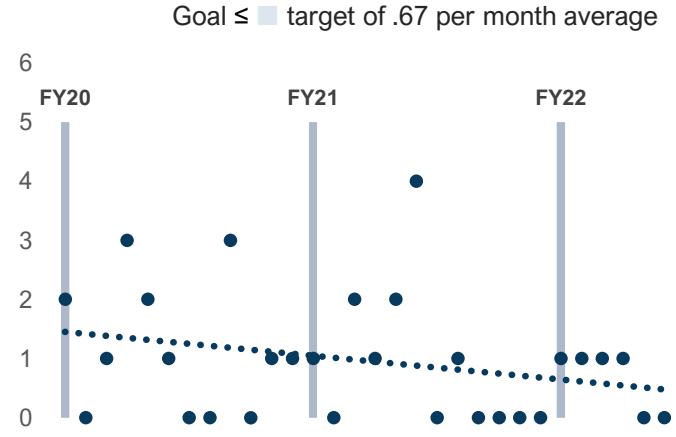
Red Signal Overruns | 4 incidents

FYTD target | ≤ 4 incidents

Metrorail vehicles overran a red signal four times during the first half of FY22, which is on target and six fewer compared to the same time last year.

Of the four Red Signal Overrun (RSO) events for the first six months in FY22, three were committed by train operators and one was with a roadway maintenance machine (RMM). All four RSO incidents occurred on the mainline. 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 have begun to be trained on initiatives such as point-and-call, where train operators verbally call out signals as they approach them. Managers also increased the frequencies of the reviews they conduct of operators to ensure they are following procedures.

Red Signal Overruns
FY20-FY22 TREND



RELIABILITY
PERFORMANCE

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

RELIABILITY OVERVIEW OF MEASURES AND TARGETS

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 617 escalators, the availability of its 118 miles of track, crowding on its vehicles, and overall customer satisfaction. These are standard measures across the industry. The vehicle failure rate (mean distance between failure) is a required measure by the Federal Transit Administration because it expresses the relationship between safety and asset condition.

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

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

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

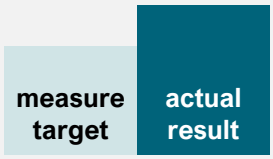
RELIABILITY SUMMARY OF FYTD PERFORMANCE

HOW TO READ THIS PAGE

STOPLIGHT LEGEND

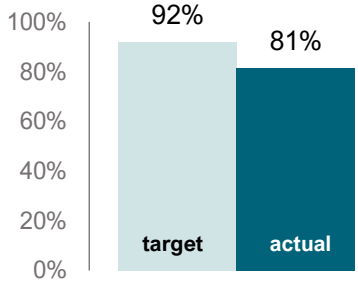
- Target met
- Near target
- Target missed
- No target

BAR CHART LEGEND AND PERFORMANCE GOAL

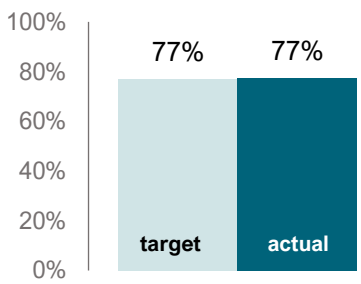


Performance above target favorable for all measures except for Available Track

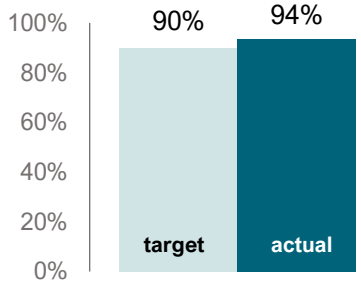
MyTripTime
Rail On-Time Performance



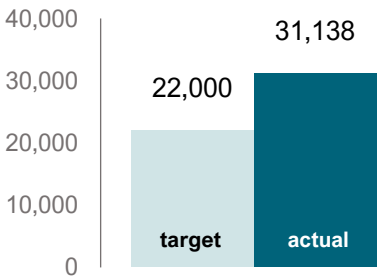
Metrobus
On-Time Performance



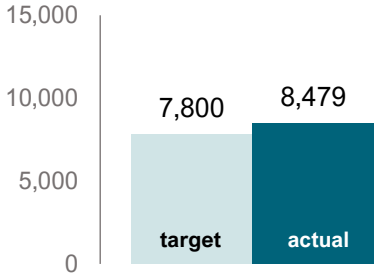
MetroAccess
On-Time Pick-up Performance



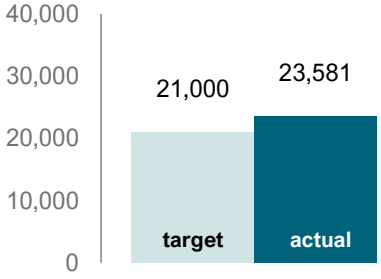
Rail Fleet Reliability



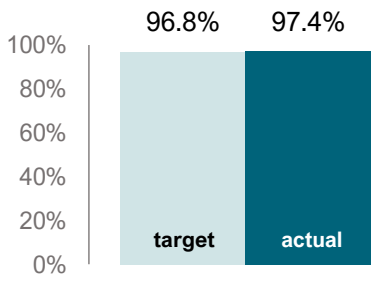
Bus Fleet Reliability



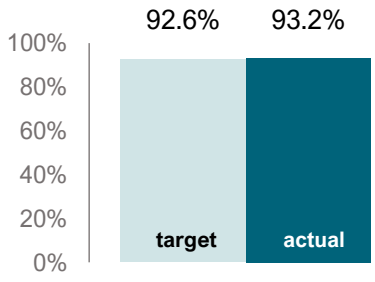
MetroAccess Fleet Reliability



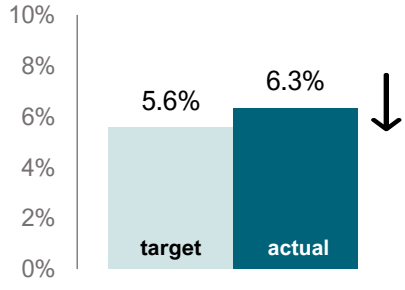
Elevator Availability



Escalator Availability



Available Track



METRORAIL ON-TIME PERFORMANCE (MYTRIPTIME)

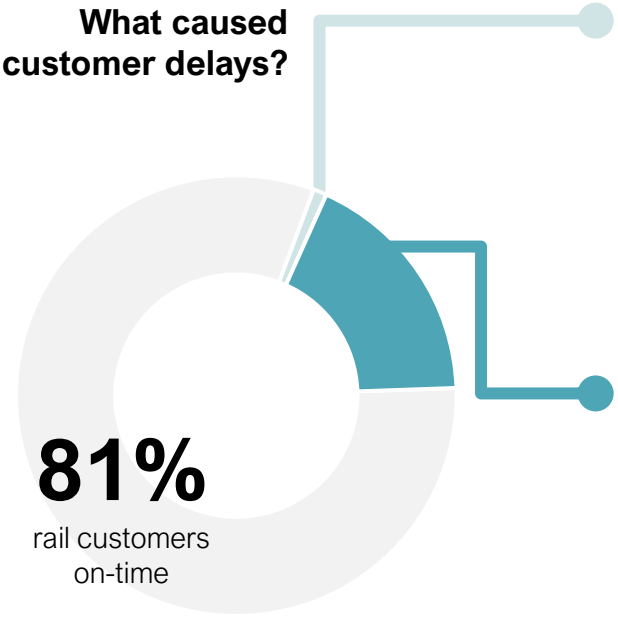
Metrorail Customer On-Time Performance | 81% of customer trips on time

FY target | ≥ 92% on-time

In the first half of FY22, Metrorail customers completed 81 percent of their trips on-time, missing the 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. As Metro made more railcars available, OTP recovered from the lowest level of 67 percent in November to 72 percent in December, averaging 71 percent for the second quarter. In comparison, Rail OTP before the derailment was 91.5 percent, 0.5 percentage points shy of the target.

What caused customer delays?



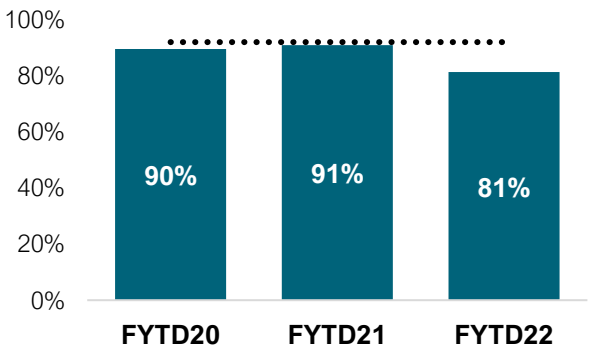
Planned delays lowered OTP by about one percentage point, half the impact compared to the same time in FY21

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

Unplanned delays lowered OTP by about 18 percentage points, more than four times the impact compared to the same time in 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. In Q2, about 21 percent of trips were late due to longer wait times.
- 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
FYTD THREE-YEAR TREND
goal ≥ target of 92%



Key actions to improve performance

- Continue to incrementally improve service frequency by returning more 6000-series fleet to service
- Return to budgeted service frequencies once the root cause of 7000-series safety issues is identified and addressed
- Continue to monitor schedule adherence and share successful strategies and lessons learned to strengthen operational planning and scheduling
- Continue to make critical repairs to rail infrastructure, ensuring it remains in a state of good repair

METROBUS ON-TIME PERFORMANCE

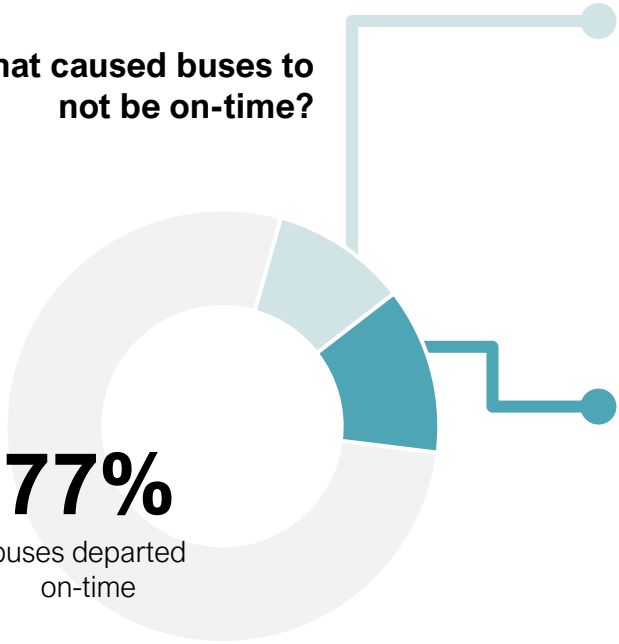
Metrobus On-Time Performance | 77% of buses on time

FY target | ≥ 77% on-time

In the first half of FY22, 77 percent of buses were on-time, meeting the target.

Overall performance in the second quarter decreased slightly from the first quarter. However, within the new frequent service network implemented in September, routes with 20-minute headways improved to 79 percent on time. Routes with 12-minute headways were 76 percent on time, and routes not included in the frequent service network were 77 percent on time.

What caused buses to not be on-time?



Early departures lowered OTP by 10 percentage points in FY22

- **Running-time adjustments limited early departures.** The schedule change implemented late September included running-time adjustments to adapt to changing traffic levels. As a result, the percentage of early departures has held steady at around 10 percent

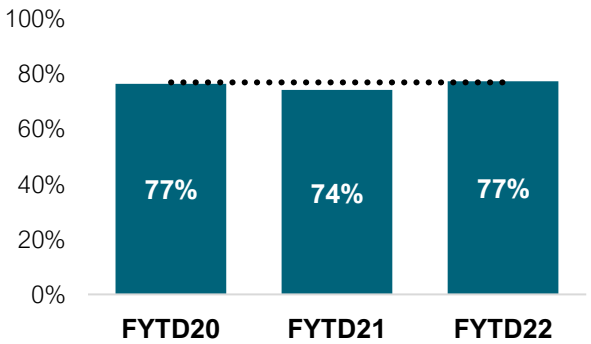
Late departures lowered OTP by 13 percentage points in FY22

- **Staff shortages caused missed trips.** The shortage of operators in December due to COVID-19 meant that Metro was unable to provide all scheduled service. However, the service that was provided remained on-target for OTP
- **Traffic is a key driver of late buses.** The percentage of late departures is highest in the PM peak when traffic is the heaviest and lowest in the early AM when traffic is lighter

Key actions to sustain performance

- Minimize the effect of operator shortages by using overtime to cover open trips due to staff absences and vacancies
- Adjust schedule to account for run time variability and increase headways as needed to ensure that all trips can be covered by available operators
- Train staff in strategies for staying on schedule through changing traffic patterns
- Continue improving back-end data processes to ensure that customers receive accurate, up-to-date information about bus estimated arrivals

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



*Note: Due to a data collection error, September 6, 2021, data are excluded from this report.

METROACCESS ON-TIME PICKUP PERFORMANCE

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

FY target | ≥ 90% on-time

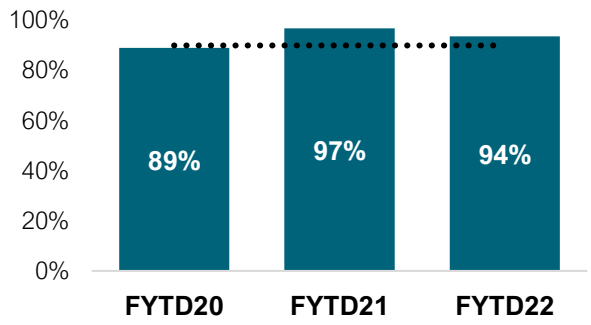
In the first half of FY22, 94 percent of MetroAccess trips were on-time, exceeding the target of 90 percent.

Less traffic and reduced ridership, 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
- 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 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
- Continue to pursue an innovative more robust scheduling and dispatch system

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



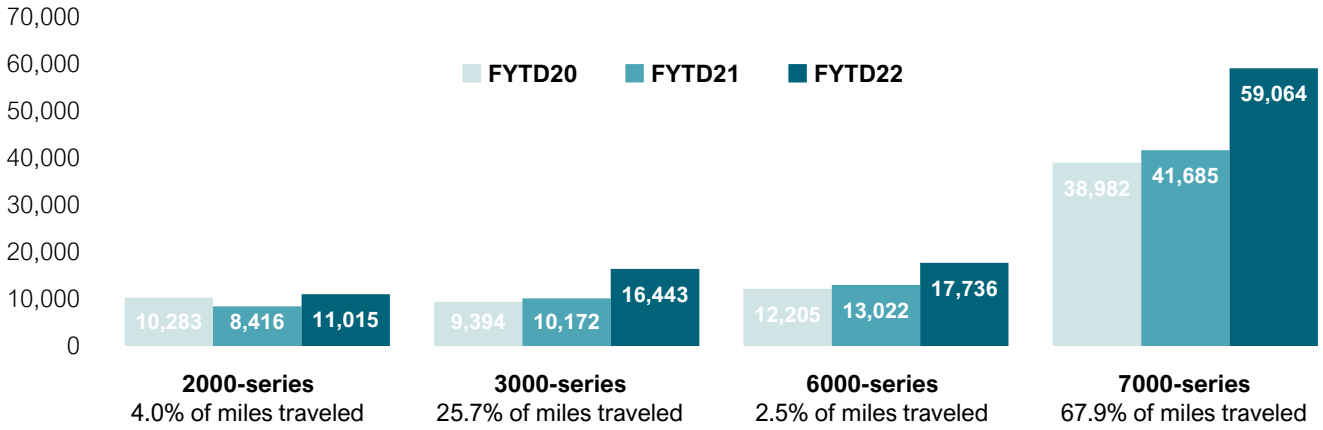
RAIL FLEET RELIABILITY

Rail Fleet Reliability | 31,138 miles between failure

FY target | ≥ 22,000

Railcar reliability exceeded target for the first half of FY22 thanks to strong performance in Q1.

Reliability fell below target during Q2 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 in Q2. Although the overall reliability of the older fleet falls below the target of 22,000 miles between failure, performance has improved over the last three fiscal years thanks to stronger inspection and maintenance practices and engineering programs to address failure-prone components.



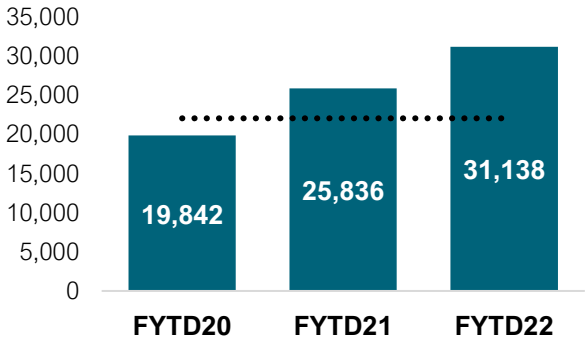
On October 18, 2021, the 7000-series railcars were removed from service due to a critical safety issue that led to a derailed train. In Q1 of FY22, the 7000-series railcars accounted 90 percent of miles traveled. This value fell to 32 percent in Q2 with the bulk of miles accrued during the first two weeks of October. 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 in order 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 54 of the fleet of 184 placed in service as of December 2021.

Key actions to sustain performance

- Identify and address the root cause of 7000-series wheel alignment issue, acquire technology to measure wheelsets, and safely return the fleet to service
- Continue safety-critical repairs to 6000-series couplers and return more cars 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 turn 40 years old and near the end of their useful life

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



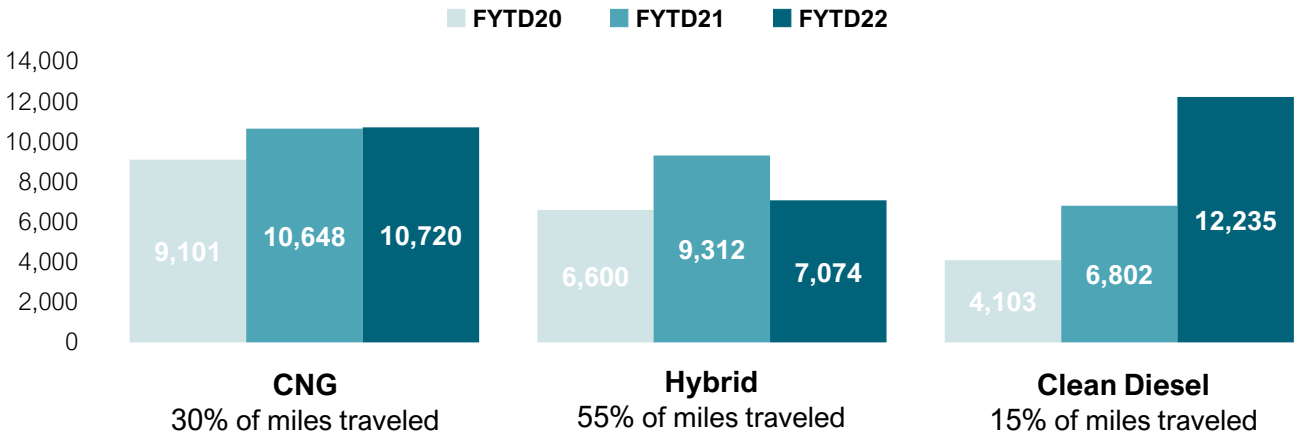
BUS FLEET RELIABILITY

Bus Fleet Reliability | 8,479 miles between failure
FY target | ≥ 7,800

Bus fleet performance exceeded target during the first half of FY22 and has steadily improved throughout the fiscal year.

The clean diesel fleet was the top performer and will likely continue to be throughout the fiscal year as Metro completes the replacement of old clean diesel buses with new, more reliable vehicles. The next bus procurement program will replace the older hybrid buses, which currently comprise half the fleet and are the lowest performers. By 2045, Metro will transition its 1,500 buses to 100 percent zero-emission.

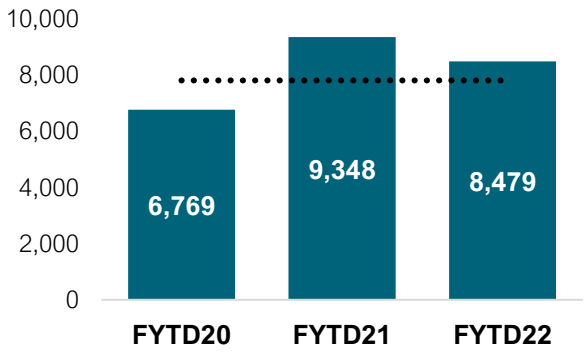
In September 2021, Metro instituted a new schedule increasing the frequency of service on main routes and the amount of time buses spend on the roads. As a result, performance has decreased from this time last year when Metro was providing less bus service. However, performance continues to be some of the best reported over the past decade.



Key actions to sustain performance

- Begin using updated component failure analysis reporting to examine which bus parts fail frequently, identify root causes, and implement strategies to improve frequent failures
- Conduct internal quality audits of preventive maintenance programs and service lane activities to identify areas of improvement
- Create strategies to mitigate the worldwide supply chain issues that present challenges to getting replacement parts and supplies

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



METROACCESS FLEET RELIABILITY

MetroAccess Fleet Reliability | 23,581 miles between failure
FY target | ≥ 21,000 miles

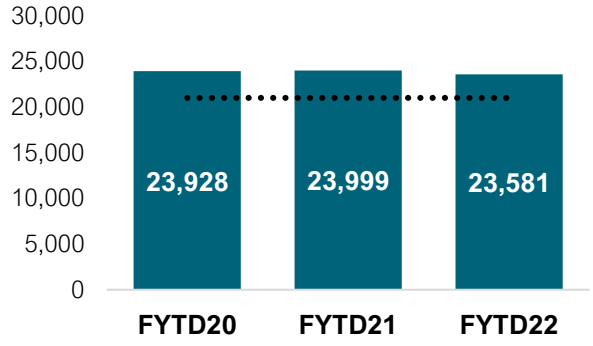
In the first half of FY22, the MetroAccess fleet traveled an average 23,581 miles before experiencing a breakdown, exceeding the target of 21,000 miles.

MetroAccess has sustained high levels of reliability by consistently replacing vans at the end of their useful life. At the end of FY21, 177 sedans were introduced into revenue service to replace aging Ford Transit vans. The sedans generally have fewer failures due to lower mileage, and some of the most common failures in vans have been eliminated, including A/C failures and coolant leaks due to the rear heater systems. The sedans are also easier to board for ambulatory passengers, who previously required entry onto the van via a lift. Now these passengers can enter the vehicle by themselves, reducing the likelihood of a lift failure.

Key actions to sustain performance

- Add 50 sedans in FY22 and 100 ramp-equipped minivans in FY23 to replace 150 aging vans
- Continue to focus on key initiatives to improve fleet reliability and good state of repair, to include preventive maintenance inspections and quarterly fleet audits

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



ELEVATOR/ESCALATOR AVAILABILITY

Elevator Availability | 97.0% available

FY target | ≥ 96.8%

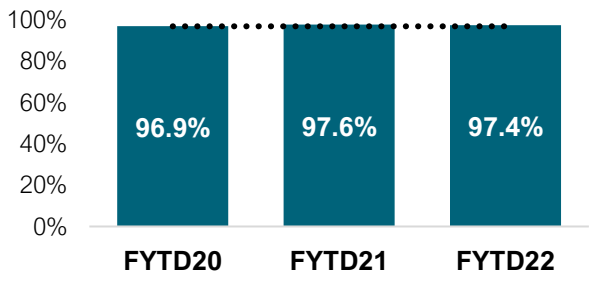
In the first half of FY22, elevators were available 97.4 percent of Metro's operating hours, exceeding target and staying consistent with last year's performance.

At any given time in the first two quarters of FY22, an average of seven of the 276 elevators in Metrorail stations were out of service. Half of these hours out of service were attributed to capital work, with the other half due to unit failures, related fixes, or preventive maintenance. Availability increased steadily throughout FY22—reaching 98.1 percent in December—driven by fewer non-capital-related failures and stronger preventive maintenance practices.

Key actions to sustain performance

- Continue current elevator rehabilitation contract (91 out of 102 completed by the end of Q2 with an additional six scheduled for completion in FY22)
- Finalize identification of 100 more units in need of replacement for the next contract
- Continue to pilot a new preventive maintenance cadence on select units to help optimize staff productivity

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



Escalator Availability | 93.2% available

FY target | ≥ 92.6%

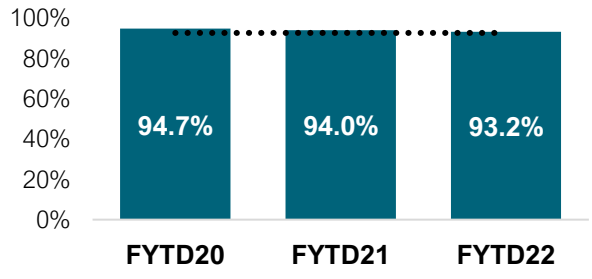
In the first half of FY22, escalators were available 93.2 percent of Metro's operating hours, slightly lower than the same period last year but still exceeding target.

At any given time in the first two quarters of FY22, an average of 42 of the 617 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, over 50 percent of these outage hours were due to capital work, affecting roughly 22 units at a time. This is an increase relative to FY21, and the reason for the slight drop in availability in Q1-Q2 of FY22 relative to the same period last year. Availability stayed above target due to increasingly longer periods between failures across Q1-Q2, as well as decreases in the average turnaround time to fix issues. Newer units, lower ridership, and stronger work practices have helped drive these faster repair times.

Key actions to sustain performance

- Continue multi-year contract to replace 130 escalators across the system, with 10 completed and nine in progress by the end of Q2 (work began in April 2021). Strategically schedule replacements to minimize outages during revenue hours
- Continue contract to rehabilitate 89 escalators, with 17 completed by the end of Q2 and eight in progress (work for this contract began in September 2020)
- Monitor the impact of strengthened standards for preventive maintenance scheduling on both staff time and asset performance

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



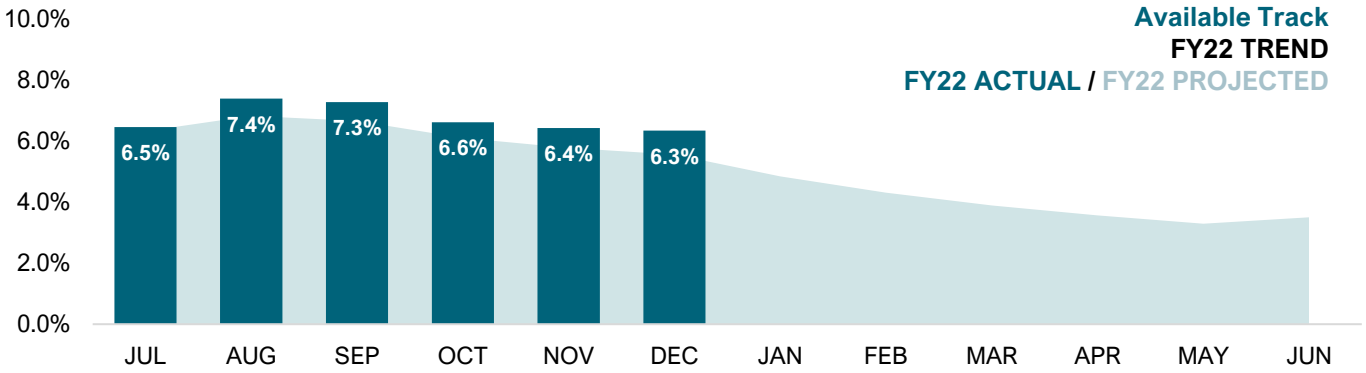
AVAILABLE TRACK

Available Track | 6.3% under performance restriction
FYTD target | ≤ 5.6%

In the first half of FY22, 6.3 percent of track was under performance restriction, 0.7 percentage points above the FY22 YTD projection.

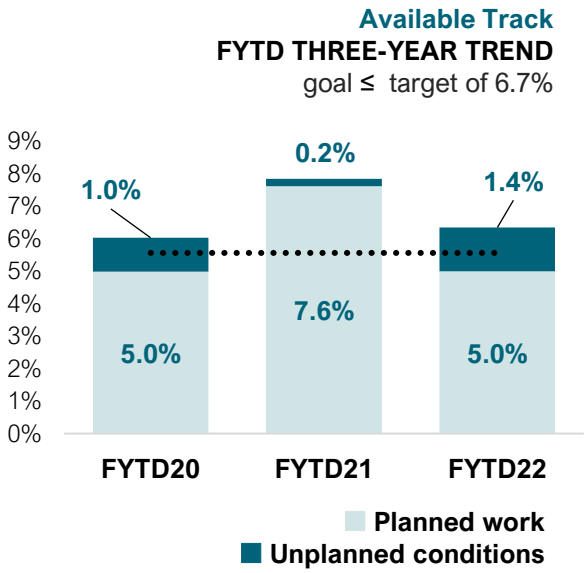
Performance restrictions include planned track work and unplanned condition-related speed restrictions. Planned track work associated with major capital programs is the main driver of unavailability, accounting for 5.0 percent of performance restrictions during the first half of the year. This result aligns with projections. Major capital programs implemented in the first half of 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, and two projects on the Red Line to upgrade the tunnel ventilation system and repair platform canopies. The latter project closed Shady Grove and Rockville stations from September 11, 2021 – January 15, 2022.

Unplanned condition-related speed restrictions were higher than expected in the first half of FY22. A manufacturing defect found in grand master switches required multiple speed restrictions in place between late August and mid September. In November and December, Metrorail implemented widespread speed restrictions due to slippery rails caused by falling leaves. Metro's oldest railcars 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

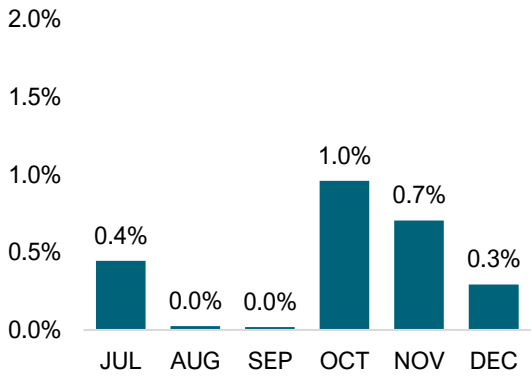
Metrorail Crowding | 0.4% of passenger travel time in crowded conditions

No target

In the first half of FY22, 0.4 percent of passenger travel time was in crowded conditions (> 75 passenger 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 is in crowded conditions.

In Q1 FY22, the only major crowding event was on July 4, 2021, when rail ridership hit the highest single-day total since the beginning of the pandemic and 7.7 percent of passenger travel time was in crowded conditions. In Q2, crowding remained below thresholds despite reduced frequencies implemented in response to the October derailment and the removal of 7000-series trains from service. On average, Metro railcars carried 48 passengers in Q2.

Metrorail Crowding
FY22 TREND



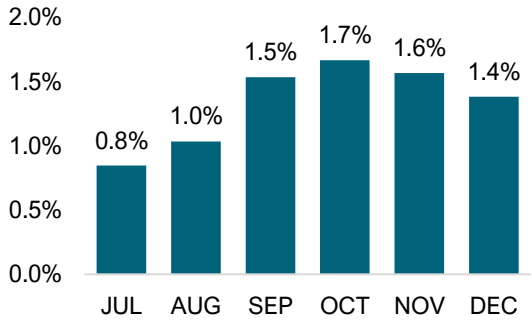
Metrobus Crowding | 1% of bus stops encountered with > 30 passengers on the bus

No target

In FY22 to date, one percent of bus stops were encountered by a bus with 30 or more passengers onboard. A standard size 40-foot bus has seats available for 40 passengers; Metro deems any bus occupied at 75 percent or greater capacity as being full.

Crowding increased slightly in Q2 compared to Q1, likely due to District of Columbia students returning to school. In September 2021, a new schedule increased the number of routes with 12-minute headways and 20-minute headways, targeting routes that had been experiencing crowding.

Metrobus Crowding
FY22 TREND



FINANCIAL RESPONSIBILITY
PERFORMANCE

Summary and additional insights on FYTD measure results

OPERATING FINANCIAL PERFORMANCE

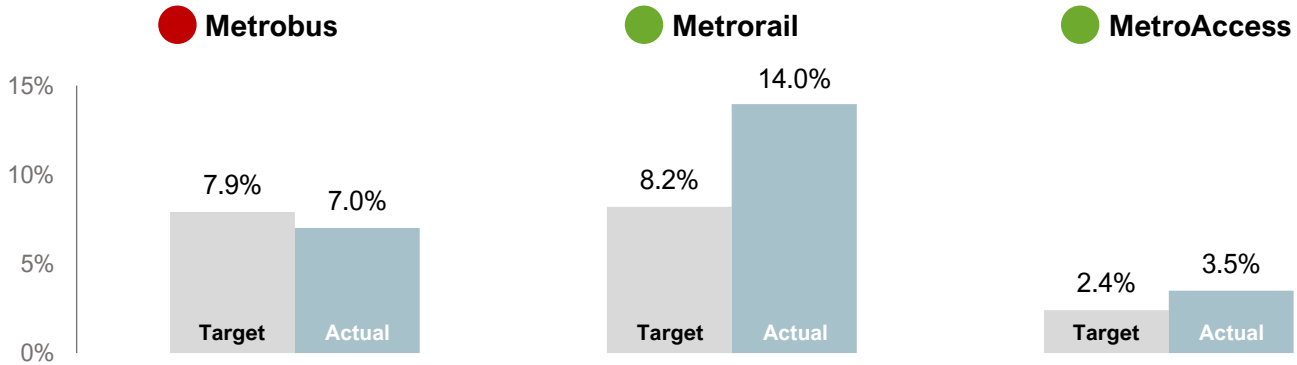
Passenger revenues exceeded budget through Q2 FY22, driven by higher-than-anticipated ridership on both Bus and Rail. Operating expenses were also favorable (below budget). As a result, Metro performed better than expected on measures of farebox recovery (the percentage of the operating budget covered by fares) and the operating cost per passenger trip.

Operating expenses were $931.4 million or $91.0 million below budget due to savings from salaries and wages, benefits, capital cost allocation, paratransit and materials. Ridership losses from Covid-19 continue to impact revenue, but passenger revenue exceeded budget by $35.6 million in the quarter, covering 10.7 percent of operating expenses, better than the 7.6 percent anticipated in the budget. The higher-than-anticipated ridership and lower operating expenses also resulted in lower-than-budgeted operating costs per passenger trip across all modes. Overall operating revenues were $122.3 million (including passenger and non-passenger revenues but excluding federal relief), funding 13 percent of operating expenses. Total revenue was $458.9 million including federal relief. Metro received federal relief revenue totaling $336.6 million. Metro's net subsidy is on budget for the fiscal year.

Farebox Recovery Ratio

FY22 system-wide target: **7.6%** | FYTD performance: **10.7%**

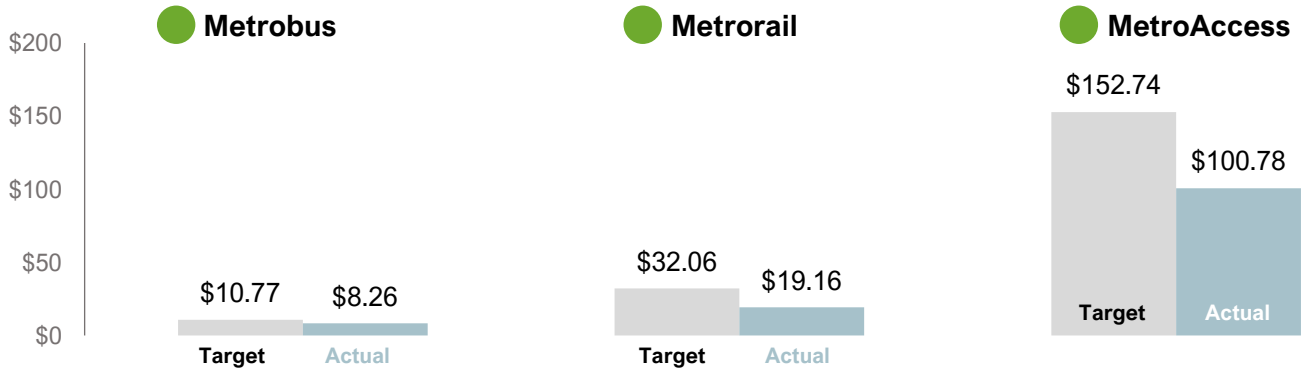
The ratio of passenger revenue divided by operating costs. This measure describes the portion of operating expenses covered by passenger fares. For this measure, a higher result than target is favorable ↑



Operating Cost Per Passenger Trip

FY22 system-wide target: **$20.00 |** FYTD performance: **$13.57**

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 ↓



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	9.1	9.4	82.1
FY2022	10.7	10.6	12.2	12.8	11.3	11.1	N/A	N/A	N/A	N/A	N/A	N/A	68.6

RIDERSHIP | BY MODE

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
RAIL	Forecast	2.2	2.2	2.2	2.3	2.5	2.7	3.1	3.3	3.6	4.0	4.4	4.9	14.0
	Actual	**4.7**	**4.3**	**5.0**	**5.1**	**4.4**	**4.2**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**27.7**
BUS	Forecast	4.7	4.7	4.7	4.9	5.1	5.3	5.5	5.7	6.0	6.3	6.6	7.0	29.5
	Actual: Farebox	3.8	4.1	4.5	4.2	4.4	4.2	N/A	N/A	N/A	N/A	N/A	N/A	25.3
	Actual: Metro Operated Shuttle	0.2	0.0	0.1	0.1	0.1	0.1	N/A	N/A	N/A	N/A	N/A	N/A	0.6
	Actual: Contracted Shuttle	0.0	0.0	0.0	0.0	0.0	0.0	N/A	N/A	N/A	N/A	N/A	N/A	0.0
	Actual: APC	5.7	6.1	7.0	7.4	6.7	6.6	N/A	N/A	N/A	N/A	N/A	N/A	39.6
	Actual: APC + Metro Shuttle	**5.9**	**6.1**	**7.1**	**7.6**	**6.8**	**6.7**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**40.2**
ACCS	Forecast	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.6
	Actual	**0.1**	**0.1**	**0.1**	**0.1**	**0.1**	**0.1**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**0.7**
TOTAL	Forecast	7.0	7.0	7.0	7.3	7.6	8.0	8.7	9.2	9.8	10.4	11.2	12.1	44.1
	Actual: Farebox + Metro Shuttle	8.8	8.6	9.7	9.6	9.0	8.6	N/A	N/A	N/A	N/A	N/A	N/A	54.4
	Actual: Farebox + All Shuttle	8.8	8.6	9.7	9.6	9.0	8.6	N/A	N/A	N/A	N/A	N/A	N/A	54.4
	Actual: APC + Metro Shuttle	**10.7**	**10.6**	**12.2**	**12.8**	**11.3**	**11.1**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**68.6**

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	#VALUE!	N/A	N/A	N/A	N/A	N/A	6.2

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	57	N/A	N/A	N/A	N/A	N/A	427

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**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**231**
Larceny	7	3	9	12	9	6	12	N/A	N/A	N/A	N/A	N/A	58
Larceny (Other)	23	22	21	29	21	28	15	N/A	N/A	N/A	N/A	N/A	159
Burglary	0	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	0
Motor Vehicle Theft	1	4	2	1	2	4	0	N/A	N/A	N/A	N/A	N/A	14
Attempted MV Theft	0	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	0
Arson	0	0	0	0	1	0	0	N/A	N/A	N/A	N/A	N/A	1
Violent Crime	**35**	**28**	**30**	**46**	**40**	**43**	**30**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**252**
Aggravated Assault	17	11	17	26	24	19	14	N/A	N/A	N/A	N/A	N/A	128
Rape	1	0	0	1	0	0	0	N/A	N/A	N/A	N/A	N/A	2
Robbery	17	17	13	19	16	24	16	N/A	N/A	N/A	N/A	N/A	122
FY2021 Part I Crimes	**66**	**57**	**62**	**88**	**72**	**81**	**57**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**483**
FY2021 Homicides	0	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	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	1.8	2.6	1.7	N/A	N/A	N/A	N/A	N/A	N/A	2.2

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**	**1.8**	**2.3**	**1.7**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**1.7**
Non-Preventable	0.0	0.0	0.0	0.0	0.0	0.0	N/A	N/A	N/A	N/A	N/A	N/A	0.0
Preventable	2.1	0.7	1.6	1.8	2.3	1.7	N/A	N/A	N/A	N/A	N/A	N/A	1.7

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**	**1.3**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**2.2**
Non-Preventable	2.6	0.7	1.7	0.8	1.3	1.2	N/A	N/A	N/A	N/A	N/A	N/A	1.3
Preventable	2.2	0.7	0.4	0.7	1.0	0.1	N/A	N/A	N/A	N/A	N/A	N/A	0.8

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**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**2.2**
Non-Preventable	0.0	2.7	0.9	1.7	2.7	2.8	N/A	N/A	N/A	N/A	N/A	N/A	1.8
Preventable	0.9	0.9	0.0	0.8	0.0	0.0	N/A	N/A	N/A	N/A	N/A	N/A	0.4

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	23	29	19	N/A	N/A	N/A	N/A	N/A	N/A	149

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**	**7**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**47**
Non-Preventable	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	0
Preventable	10	3	8	9	10	7	N/A	N/A	N/A	N/A	N/A	N/A	47

METROBUS CUSTOMER INJURIES

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

FY2020	**19**	**14**	**29**	**23**	**27**	**24**	**14**	**19**	**10**	**5**	**2**	**8**	**194**
Non-Preventable	14	10	13	11	17	19	10	14	6	3	0	3	120
Preventable	5	4	16	12	10	5	4	5	4	2	2	5	74
FY2021	**10**	**9**	**4**	**15**	**5**	**14**	**13**	**6**	**16**	**10**	**13**	**15**	**130**
Non-Preventable	5	8	1	7	1	5	0	4	6	4	3	1	45
Preventable	5	1	3	8	4	9	13	2	10	6	10	14	85
FY2022	**16**	**5**	**12**	**8**	**11**	**8**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**60**
Non-Preventable	15	4	12	6	9	8	N/A	N/A	N/A	N/A	N/A	N/A	54
Preventable	1	1	0	2	2	0	N/A	N/A	N/A	N/A	N/A	N/A	6

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**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**15**
Non-Preventable	0	3	1	2	3	3	N/A	N/A	N/A	N/A	N/A	N/A	12
Preventable	1	1	0	1	0	0	N/A	N/A	N/A	N/A	N/A	N/A	3

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	6.8	7.3	5.9	6.8	7.1	6.0	N/A	N/A	N/A	N/A	N/A	N/A	6.6

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**	**3.1**	**4.7**	**3.3**	**3.0**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**3.5**
Non-Preventable	2.2	1.3	0.7	1.7	1.8	1.3	N/A	N/A	N/A	N/A	N/A	N/A	1.5
Preventable	1.5	1.7	2.4	3.0	1.5	1.7	N/A	N/A	N/A	N/A	N/A	N/A	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	**16.1**	**16.3**	**11.3**	**13.5**	**13.7**	**13.0**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**14.0**
Non-Preventable	7.7	10.0	7.9	9.8	9.2	7.8	N/A	N/A	N/A	N/A	N/A	N/A	8.8
Preventable	8.4	6.2	3.4	3.7	4.4	5.1	N/A	N/A	N/A	N/A	N/A	N/A	5.2

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**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**

FATALITIES

	Metorail	Metrobus	MetroAccess
FY2020			
FY2021	3	3	0
FYTD2022	0	0	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**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**3.7**
Non-Preventable	3.2	3.2	2.8	1.0	3.2	2.1	N/A	N/A	N/A	N/A	N/A	N/A	2.6
Preventable	1.3	0.8	0.8	1.8	1.6	0.8	N/A	N/A	N/A	N/A	N/A	N/A	1.2

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	0	0	N/A	N/A	N/A	N/A	N/A	N/A	0

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**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**2**
Trains Carrying Customers	0	0	0	1	0	0	N/A	N/A	N/A	N/A	N/A	N/A	1
Trains with No Customers	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	0
Roadway Maintenance Machine	0	0	0	1	0	0	N/A	N/A	N/A	N/A	N/A	N/A	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**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**22**
Non-Electrical	5	1	1	0	8	1	N/A	N/A	N/A	N/A	N/A	N/A	16
Cable	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	0
Arcing Insulator	1	4	0	1	0	0	N/A	N/A	N/A	N/A	N/A	N/A	6
Train Component	0	0	0	0	1	0	N/A	N/A	N/A	N/A	N/A	N/A	1
Station Component	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	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	N/A	N/A	N/A	N/A	N/A	N/A	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%	N/A	N/A	N/A	N/A	N/A	N/A	81%

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%	N/A	N/A	N/A	N/A	N/A	N/A	84%
Blue Line	84%	85%	87%	65%	59%	66%	N/A	N/A	N/A	N/A	N/A	N/A	75%
Orange Line	86%	86%	90%	67%	61%	68%	N/A	N/A	N/A	N/A	N/A	N/A	77%
Green Line	95%	96%	94%	81%	74%	78%	N/A	N/A	N/A	N/A	N/A	N/A	87%
Yellow Line	92%	93%	89%	72%	65%	69%	N/A	N/A	N/A	N/A	N/A	N/A	80%
Silver Line	88%	88%	92%	68%	66%	72%	N/A	N/A	N/A	N/A	N/A	N/A	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%	N/A	N/A	N/A	N/A	N/A	N/A	82%
Midday [9:30AM-3PM]	90%	91%	90%	70%	60%	66%	N/A	N/A	N/A	N/A	N/A	N/A	78%
PM Rush [3PM-7PM]	91%	93%	92%	69%	58%	63%	N/A	N/A	N/A	N/A	N/A	N/A	78%
Evening [7PM-9:30PM]	93%	92%	95%	79%	76%	79%	N/A	N/A	N/A	N/A	N/A	N/A	86%
Late Night [9:30PM-12AM]	94%	95%	96%	88%	87%	90%	N/A	N/A	N/A	N/A	N/A	N/A	91%
Weekend	86%	87%	90%	82%	79%	84%	N/A	N/A	N/A	N/A	N/A	N/A	84%

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	N/A	N/A	N/A	N/A	N/A	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	N/A	N/A	N/A	N/A	N/A	84%
AM Peak [6AM-9AM]	81%	80%	80%	80%	80%	80%	N/A	N/A	N/A	N/A	N/A	N/A	80%
Midday [9AM-3PM]	79%	78%	79%	78%	78%	77%	N/A	N/A	N/A	N/A	N/A	N/A	78%
PM Peak [3PM-7PM]	75%	74%	72%	72%	72%	72%	N/A	N/A	N/A	N/A	N/A	N/A	73%
Early Night [7PM-11PM]	79%	79%	78%	77%	79%	79%	N/A	N/A	N/A	N/A	N/A	N/A	78%

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

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	N/A	N/A	N/A	N/A	N/A	76%
20-minute	N/A	N/A	N/A	79%	79%	79%	N/A	N/A	N/A	N/A	N/A	N/A	79%
All Other Service	78%	78%	77%	77%	77%	77%	N/A	N/A	N/A	N/A	N/A	N/A	78%
Early	11%	10%	9%	10%	10%	10%	N/A	N/A	N/A	N/A	N/A	N/A	10%
Late	11%	12%	13%	13%	12%	13%	N/A	N/A	N/A	N/A	N/A	N/A	12%

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%	N/A	N/A	N/A	N/A	N/A	N/A	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	N/A	N/A	N/A	N/A	N/A	N/A	205,511

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	N/A	N/A	N/A	N/A	N/A	N/A	90,478
3000 series	193,376	78,392	110,597	76,202	74,569	191,051	N/A	N/A	N/A	N/A	N/A	N/A	100,888
6000 series	N/A	N/A	N/A	18,326	N/A	131,946	N/A	N/A	N/A	N/A	N/A	N/A	99,763
7000 series	369,468	608,199	374,862	449,761	N/A	128,013	N/A	N/A	N/A	N/A	N/A	N/A	415,720

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	N/A	N/A	N/A	N/A	N/A	N/A	31,138

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	N/A	N/A	N/A	N/A	N/A	N/A	11,015
3000 series	13,813	10,888	18,781	14,037	15,109	23,158	N/A	N/A	N/A	N/A	N/A	N/A	16,443

6000 series	N/A	N/A	22,630	5,727	41,144	18,849	N/A	N/A	N/A	N/A	N/A	N/A	17,736
7000 series	57,134	44,502	73,343	78,219	N/A	32,003	N/A	N/A	N/A	N/A	N/A	N/A	59,064

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	7,836	8,121	8,554	8,163	8,716	9,696	N/A	N/A	N/A	N/A	N/A	N/A	8,479

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	9,690	11,482	11,144	11,045	11,538	N/A	N/A	N/A	N/A	N/A	N/A	10,720
HYBRID	7,070	7,038	6,646	6,363	7,306	8,304	N/A	N/A	N/A	N/A	N/A	N/A	7,074
CLEAN DIESEL	8,699	11,225	15,449	14,167	11,676	13,447	N/A	N/A	N/A	N/A	N/A	N/A	12,235

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	N/A	N/A	N/A	N/A	N/A	N/A	23,581

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%	N/A	N/A	N/A	N/A	N/A	N/A	97%

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%	N/A	N/A	N/A	N/A	N/A	N/A	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%	5.7%	5.9%	N/A	N/A	N/A	N/A	N/A	N/A	6.3%

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	N/A	N/A	N/A	N/A	N/A	N/A	255

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%	N/A	N/A	N/A	N/A	N/A	N/A	0.4%

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%	N/A	N/A	N/A	N/A	N/A	N/A	0.6%
Blue Line	0.4%	0.0%	0.0%	0.6%	0.5%	0.0%	N/A	N/A	N/A	N/A	N/A	N/A	0.2%
Orange Line	0.5%	0.0%	0.0%	0.8%	0.8%	0.3%	N/A	N/A	N/A	N/A	N/A	N/A	0.4%
Green Line	1.0%	0.2%	0.1%	1.0%	0.2%	0.2%	N/A	N/A	N/A	N/A	N/A	N/A	0.5%
Yellow Line	0.5%	0.0%	0.0%	0.7%	0.2%	0.0%	N/A	N/A	N/A	N/A	N/A	N/A	0.2%
Silver Line	0.3%	0.0%	0.0%	0.4%	0.5%	0.0%	N/A	N/A	N/A	N/A	N/A	N/A	0.2%

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%	N/A	N/A	N/A	N/A	N/A	N/A	0.4%
AM Rush [5AM-9:30AM]	0.1%	0.0%	0.0%	1.4%	0.9%	0.5%	N/A	N/A	N/A	N/A	N/A	N/A	0.5%
Midday [9:30AM-3PM]	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	N/A	N/A	N/A	N/A	N/A	0.0%
PM Rush [3PM-7PM]	0.1%	0.0%	0.0%	2.1%	1.6%	0.6%	N/A	N/A	N/A	N/A	N/A	N/A	0.7%
Evening [7PM-9:30PM]	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	N/A	N/A	N/A	N/A	N/A	N/A	0.1%
Late Night [9:30PM-12AM]	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	N/A	N/A	N/A	N/A	N/A	0.0%
Weekend	0.3%	0.1%	0.0%	0.4%	0.3%	0.0%	N/A	N/A	N/A	N/A	N/A	N/A	0.2%

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%	N/A	N/A	N/A	N/A	N/A	N/A	1.3%

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%	N/A	N/A	N/A	N/A	N/A	N/A	1.5%
AM Early [4AM-6AM]	0.5%	0.6%	0.7%	0.7%	0.6%	0.5%	N/A	N/A	N/A	N/A	N/A	N/A	0.6%
AM Peak [6AM-9AM]	0.5%	0.8%	2.6%	2.5%	2.4%	1.9%	N/A	N/A	N/A	N/A	N/A	N/A	1.8%
Midday [9AM-3PM]	1.1%	1.2%	1.4%	0.4%	0.2%	0.3%	N/A	N/A	N/A	N/A	N/A	N/A	0.9%
PM Peak [3PM-7PM]	1.2%	1.6%	2.8%	0.2%	0.2%	0.3%	N/A	N/A	N/A	N/A	N/A	N/A	1.7%
Early Night [7PM-11PM]	0.4%	0.4%	0.3%	1.6%	1.6%	1.6%	N/A	N/A	N/A	N/A	N/A	N/A	1.2%
Late Night [11PM-4AM]	0.4%	0.3%	0.2%	3.3%	3.1%	2.5%	N/A	N/A	N/A	N/A	N/A	N/A	2.6%
Weekend	0.9%	1.1%	0.7%	0.9%	0.8%	0.7%	N/A	N/A	N/A	N/A	N/A	N/A	0.9%

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%	N/A	N/A

METROBUS CUSTOMER SATISFACTION RATING*

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

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	N/A	N/A	N/A	N/A	N/A	N/A	$13.57

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	N/A	N/A	N/A	N/A	N/A	N/A	$19.16
BUS	$9.40	$9.04	$7.99	$7.19	$7.91	$8.38	N/A	N/A	N/A	N/A	N/A	N/A	$8.26
ACCS	$44.25	$165.31	$99.66	$94.39	$97.90	$102.58	N/A	N/A	N/A	N/A	N/A	N/A	$100.78

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%	N/A	N/A	N/A	N/A	N/A	N/A	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%	N/A	N/A	N/A	N/A	N/A	N/A	14%
BUS	6%	7%	6%	7%	9%	6%	N/A	N/A	N/A	N/A	N/A	N/A	7%
ACCS	6%	2%	4%	4%	4%	3%	N/A	N/A	N/A	N/A	N/A	N/A	4%

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	N/A	N/A	N/A	N/A	N/A	N/A	$15.33

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	N/A	N/A	N/A	N/A	N/A	N/A	$17.25
BUS	$20.06	$18.81	$18.02	$16.66	$17.54	$18.05	N/A	N/A	N/A	N/A	N/A	N/A	$18.13
ACCS	$2.53	$9.25	$5.56	$5.36	$6.06	$6.17	N/A	N/A	N/A	N/A	N/A	N/A	$5.83

OPERATING COST PER REVENUE MILE - SYSTEM

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	$176.28	$159.78	$200.35	$162.49	$182.78	$237.35	$200.58	$189.50	$259.78	$438.45	$440.11	$564.69	$230.91
FY2021	$440.89	$294.53	$269.47	$243.88	$246.17	$256.90	$259.15	$229.63	$246.52	$215.47	$224.25	$213.06	$252.44
FY2022	$225.81	$242.97	$210.08	$210.20	$256.17	$265.38	N/A	N/A	N/A	N/A	N/A	N/A	$233.25

OPERATING COST PER REVENUE MILE - 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	N/A	N/A	N/A	N/A	N/A	N/A	$395.96
BUS	$6,888.34	$6,864.52	$5,699.44	$5,262.34	$5,528.18	$5,711.70	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,063.65
ACCS	$33.70	$127.82	$79.84	$78.60	$81.01	$82.46	N/A	N/A	N/A	N/A	N/A	N/A	$80.60

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%	N/A	N/A	N/A	N/A	N/A	N/A	11%

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.

SAFETY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Crime	Number of reported Part I Crimes	Part I crimes reported to the 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. Uniform Crime Reporting, managed by the Federal Bureau of Investigation, include Part I offense classifications of Criminal Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Larceny, Motor Vehicle Theft, and Arson. 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 have a direct effect on 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. So 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 that are a result of suicides, but excludes fatalities from illnesses, drug overdoses or other natural causes.

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

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. ► For schedule-based routes, OTP measures adherence to the published route schedule for delivered service. ► 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. 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 widow ÷ Total stops	This indicator illustrates how closely MetroAccess adheres to customer pick-up windows on a system-wide basis. MetroAccess customers schedule trips at least one day in advance, and are given a 30-minute pick-up window. MetroAccess on-time pick-up performance is essential to delivering quality service to the customer.

SERVICE RELIABILITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Rail Fleet Reliability	Mean Distance Between Delay (MDBD) 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.

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 Hours in service ÷ Operating hours Hours in service = Operating hours – Hours out of service Operating hours = Operating hours per unit x number of units	Escalator/elevator availability is a key component of customer satisfaction with Metrorail service. This measure communicates system-wide escalator and elevator performance (at all stations over the course of the day) and will vary from an individual customer's experience. 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 (Federal Transit Administration Transit Asset Management Performance Measure)	Percentage of track segments with performance restrictions at 9:00 AM the first Wednesday of every month Number of track miles with performance restrictions ÷ 234 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.

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 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 *last trip within a 30-day period* on Metrobus or Metrorail as a "5" or "4" in the customer satisfaction survey, with "5" denoting "very satisfied" and "1" denoting "very unsatisfied". Metro distributes this survey through address-based sampling on a biweekly basis, and respondents must meet specific criteria to participate. Results are summarized quarterly.

FINANCIAL RESPONSIBILITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Operating Cost per Passenger Trip	Operating Cost / # of Unlinked Passenger Trips	This indicator tracks Metro's operating expenses for each passenger trip. This measure can provide insight into how efficient Metro may be with providing service to passengers and how ridership may affect operating expenses.
Operating Cost per Service Mile	Operating Cost / # of Service Miles	This indicator tracks Metro's operating expenses for each service mile (also known as a revenue mile) delivered. This measure can provide insight into the operating costs associated with delivering service; it excludes deadhead miles which are miles traveled while the vehicle is not in revenue service.
Operating Cost per Revenue Hour	Operating Cost / # of Revenue Hours	This indicator tracks operating costs used to fund each hour of revenue service. This measure can provide insight into the operating cost impact associated with Metro's hours of service.
Farebox Recovery Ratio	Farebox Revenue / Operating Cost	The recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenue paid by passengers. This measure can provide insight into how adequately fare prices and the correlating ridership contribute to Metro's operating financial sustainability.
Vacancy Rate	Percentage of budgeted positions that are vacant (Number of budgeted positions – number of employees in budgeted positions) ÷ number of budgeted positions	This measure indicates how well Metro is managing its human capital strategy to recruit new employees in a timely manner. Factors influencing vacancy rate can include: recruitment activities, training schedules, availability of talent, promotions, retirements, among other factors.