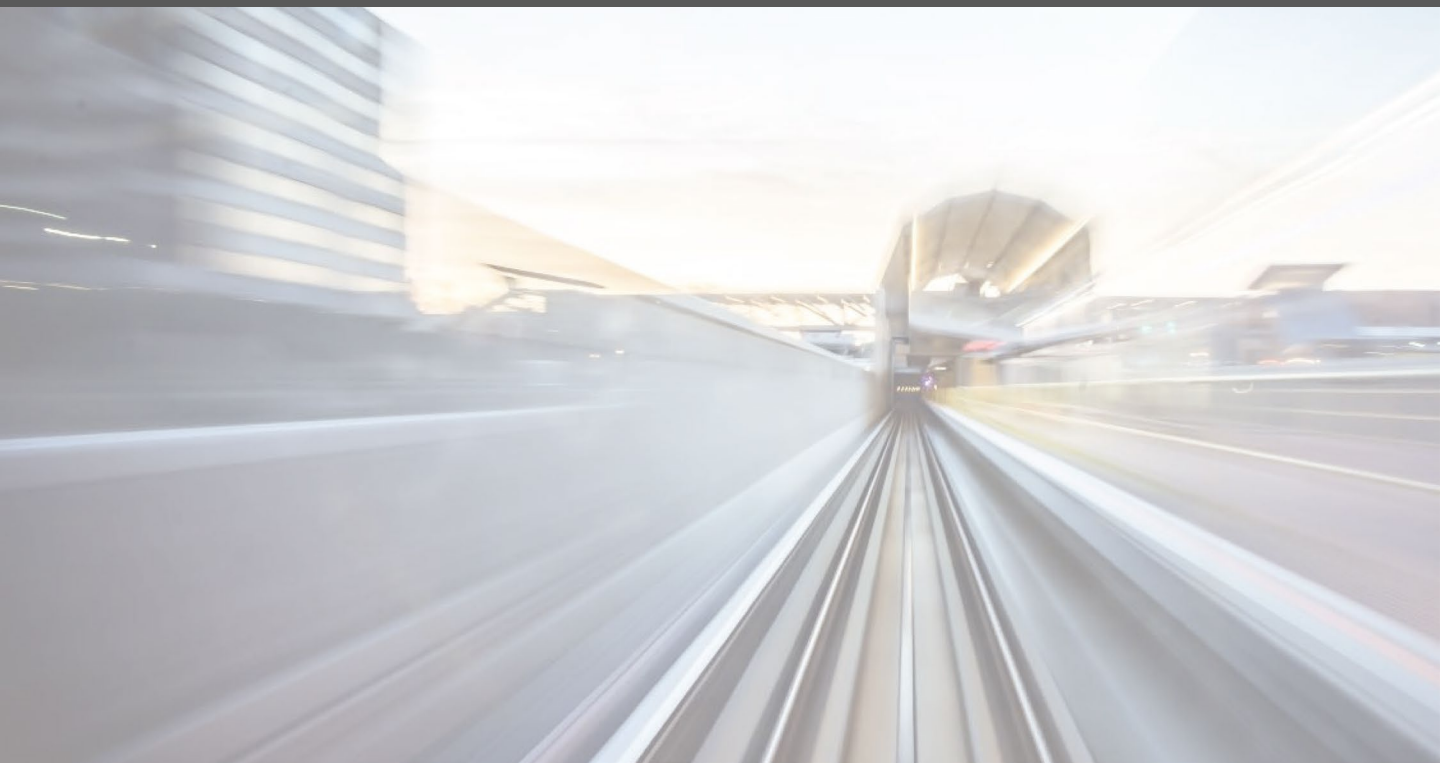
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

PERFORMANCE REPORT

Q3/FY2020

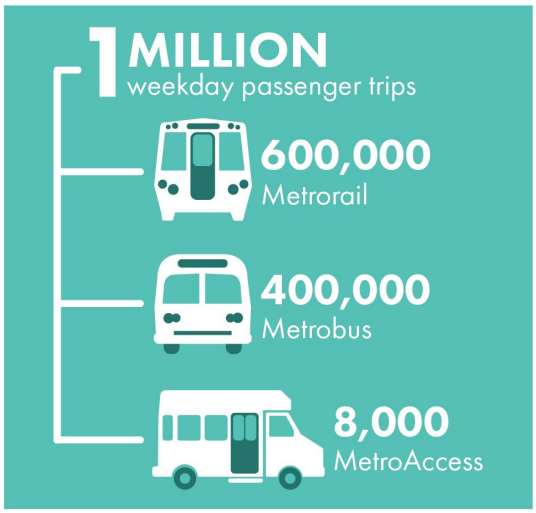
July 2019 – March 2020

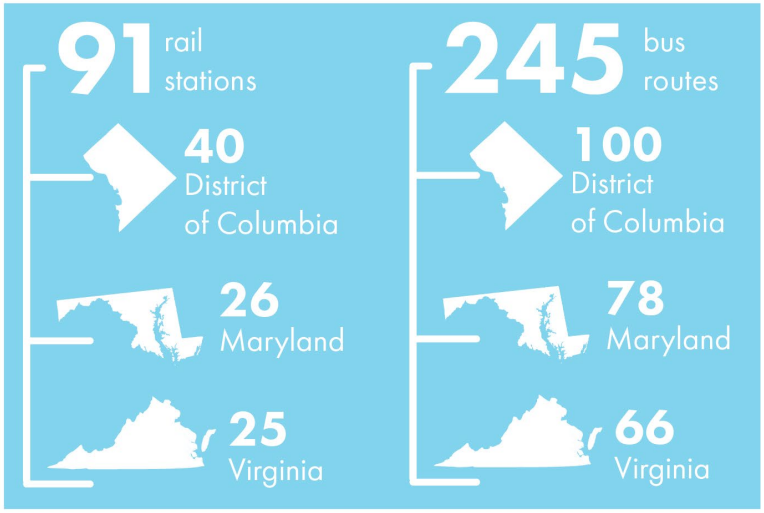


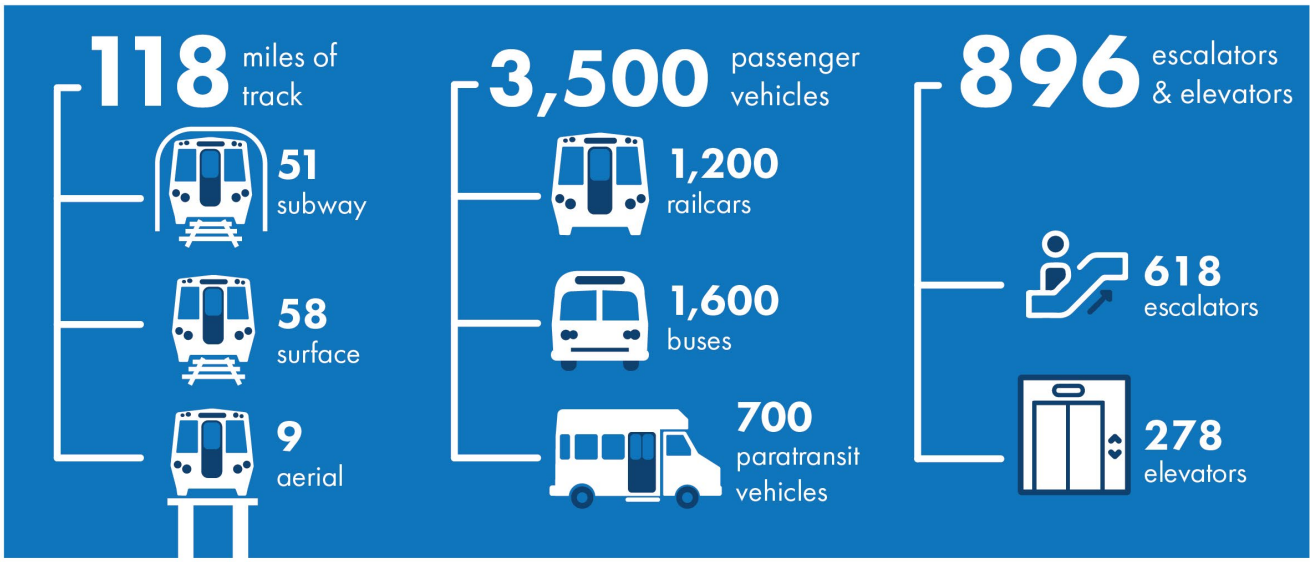
Published
May 7, 2020

ABOUT METRO[1]

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. Average weekday passenger trips combined on all three modes total approximately one million.







[1] As of March 1, 2020. The COVID-19 pandemic has impacted these statistics.

COVID-19 PANDEMIC

As the world continues to grapple with the COVID-19 pandemic, **Metro remains focused on our role to safely provide vital lifeline bus and rail services for the region's essential employees**. Our transportation services support medical professionals at area hospitals, ambulance drivers, clerks stocking grocery store shelves, food service workers providing free lunches for out-of-school children, and many others performing critical functions.

In January, when COVID-19 first reached the United States, Metro activated the Pandemic Task Force—a group of health and operational specialists working closely with jurisdictional partners and following guidance from the Center for Disease Control to direct Metro's response. Since then, the Pandemic Task Force has met regularly and monitored the outbreak as well as its impact on Metro's operations and the community we serve. With the Task Force's guidance, Metro adapted to **keep the traveling public and our employees safe**, including increasing cleaning frequency, requiring rear-door boarding on buses, isolating the first and last railcars, encouraging station managers to aid customers from inside kiosks, and running all 8-car trains. Metro continues to actively encourage all others to abide by stay at home orders and reserve transit service for essential workers and those who must use buses and trains for essential personal travel.

The Pandemic Task Force and Metro's Executive Leadership also took decisive action to **ensure responsible management of Metro's financial resources** through the pandemic. In response to substantial declines in ridership, Metro adjusted bus, rail, and MetroAccess schedules, cancelled MetroAccess subscription trips, and closed several rail stations and select station entrances. The supply chain was also actively managed, as the global nature of this health crisis has disrupted markets for critical equipment, materials, and personal protective equipment.

Impact on Performance Measures

The drastic changes caused by the pandemic have upended Metro operations. In this report, Metro adjusted the evaluation of operational performance because the results for 15 of our 19 performance measures during the pandemic do not accurately reflect changes in operational performance—they reflect the unique circumstances.

- For eight measures, the results were evaluated for the period beginning July 1 and ending the day before Metro first adjusted service due to the pandemic.[1] These "Before Pandemic" results are denoted with an asterisk (*).
- For four measures that were not impacted by the pandemic, results are reported traditionally. These "No Change" results have no accompanying symbol.
- For six measures, results are reported for the full first three quarters (July 1 – March 31), but the results are skewed due to the pandemic. These "Skewed" results are denoted with a delta (Δ).
- For one measure, the result was compared to an adjusted annual target. This "Target Adjusted" result is denoted with a carrot (^).

Appendix A highlights results for the period impacted by the pandemic. The results for these measures are skewed by the circumstances (Δ). For a few measures, no data is available during the period impacted by the pandemic. These "No Data" results are denoted with a currency sign (¤).

[1] Metro identifies the period impacted by the Pandemic beginning the day we adjusted service schedules, which is March 18 for MetroAccess and March 16 for all other measures.

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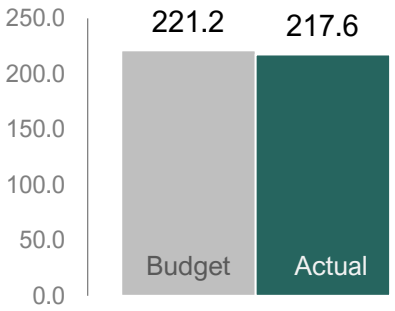
RIDERSHIP Δ

JUL 1, 2019 – MAR 31, 2020

The total ridership of 217.6 million through quarter three of FY20 is 1.6% below the forecast of 221.2 million and 1.2% below the same time in FY19.

Ridership has fallen precipitously since mid-March due to the pandemic—see Appendix B for more information.

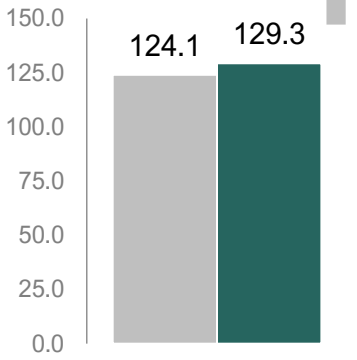
Ridership Δ in millions



Metrorail Δ

Budget Actual

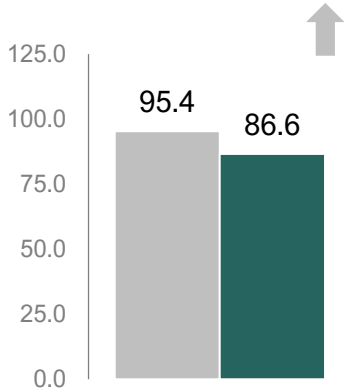
- Through quarter three, ridership was 129.3 million trips – up 2% from the prior year
- FYTD through March 15, average weekday ridership was 631,000 – up 7% from the prior year
- Through March 15, average weekend ridership was 207,000 – up 8% from the prior year



Metrobus Δ

Budget Actual

- Through quarter three, ridership was 86.6 million, down 5% compared to prior year and 9% percent below the budgeted level
- FYTD through March 15, average weekday ridership was 346,000 – down 3% from the prior year
- FYTD through March 15, average weekend ridership was 154,000 – no change from the prior year



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).

MetroAccess Δ

Budget Actual

- Through quarter three, MetroAccess ridership was 1.6 million – 7% lower than prior year; reduction is a result of expanding the Abilities-Ride program, which created favorable budget impact
- FYTD through March 17, average weekday ridership was 7,500 – down 5% from the prior year

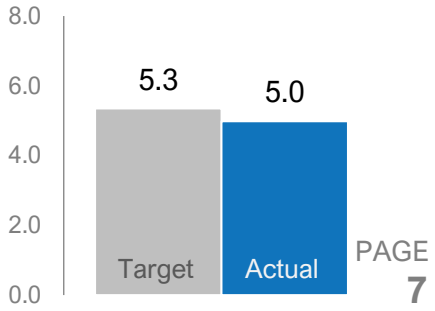
Legend

Met or above target | Near target | Target not met | No target | Desired direction | * Before pandemic Δ Skewed

SAFETY & SECURITY

The following highlights Metro's system-wide safety and security performance through March 15 (measures with *) or the full third quarter of fiscal year 2020

Crime Rate*
per million passengers



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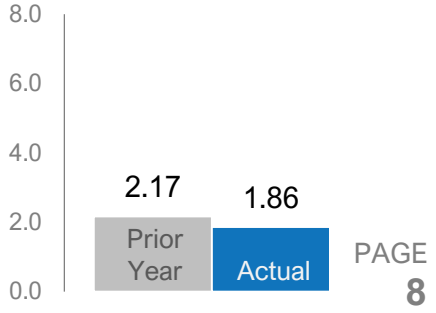
Customer Injuries^Δ
per million passengers



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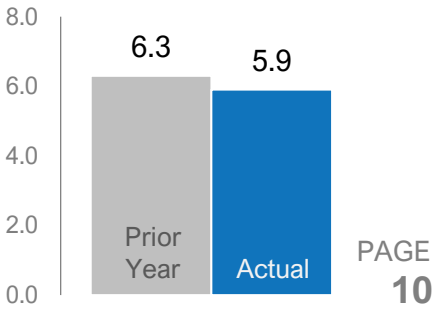
Employee Injuries^Δ
per 200,000 work hours



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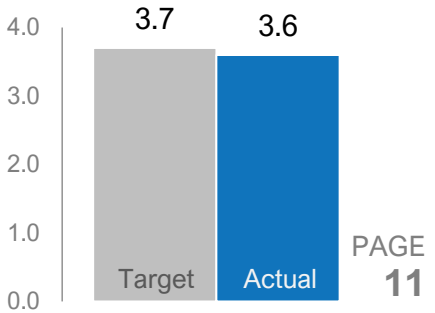
NTD Bus Collisions^Δ
per million miles



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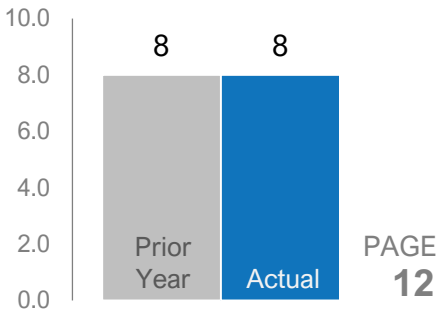
Rail Collisions



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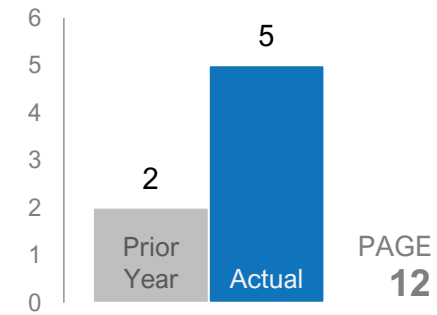
Derailments



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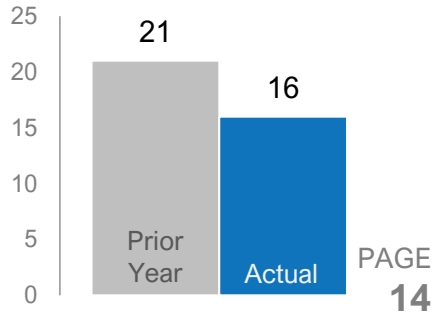
Pedestrian Strikes^Δ



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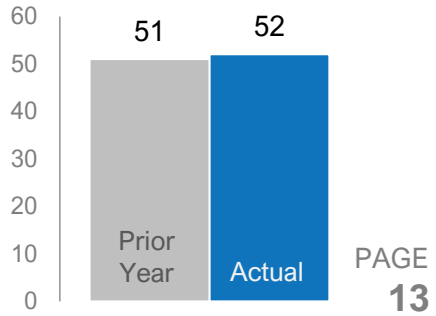
Fire Incidents



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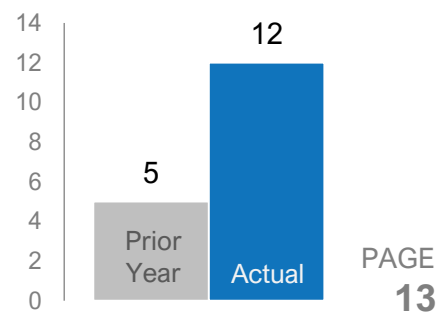
Red Signal Overruns^Δ



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Legend

Met or above target | Near target | Target not met | No target | Desired direction | * Before pandemic Δ Skewed

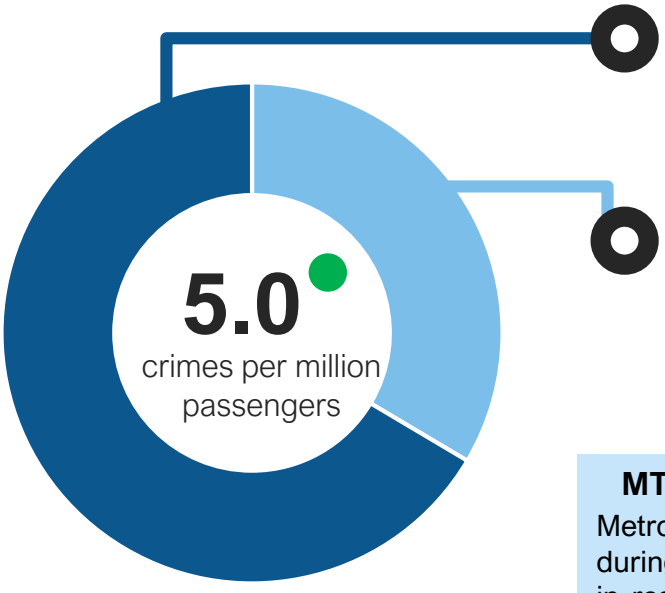
CRIME*^

JUL 1, 2019 – MAR 15, 2020 AND TARGET ADJUSTED

The Part 1 crime rate increased 29% through the third quarter of FY20 compared to the same period last fiscal year, with 5.0 crimes per million trips in FY20 compared to 3.9 in FY19.

However, Part I crime levels are below target, which is aligned to the five-year average. Metro had 1,020 crimes compared to a target of 1,095 through the fiscal year to date.

What crimes occurred?



Target < 1,550 Part I crimes
FYTD Prior Year 3.9

Crimes Against Property – 67%
A 34% increase in crimes against property drove the overall uptick in the crime rate, with theft-snatch and theft-bike as the biggest contributors

Crimes Against Persons – 33%
Crimes against persons also increased 16%, with robbery as the biggest driver

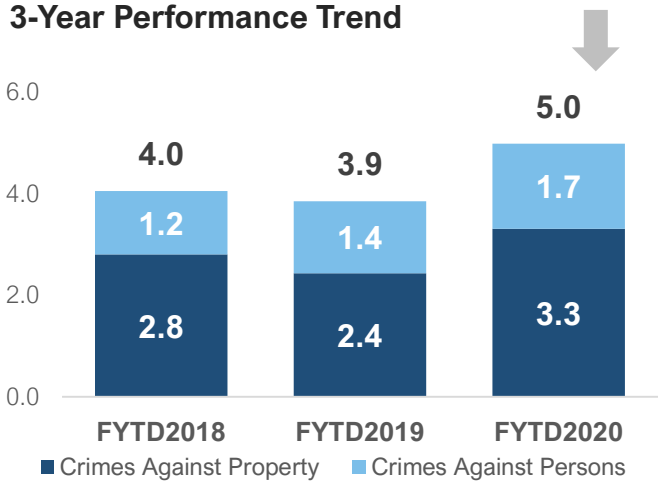
MTPD Maintains Security Through Pandemic

Metro Transit Police continue to patrol the system during the pandemic. MTPD has modified patrol tactics in response to diminished ridership and altered hours of operation to stay on top of changes in crime trends. Metro continues to emphasize rider and employee safety.

Key actions to improve performance

- Enhance safety features to reduce all types of crimes across the system
  - Install public safety radio systems and cabling for cellphone service in tunnels
  - Improve station lighting
- Surge deployments of uniformed officers during high crime periods for increased visibility to deter crimes against persons and properties in rail stations, including aggravated assaults

3-Year Performance Trend



CUSTOMER INJURY RATE Δ

JUL 1, 2019 – MAR 31, 2020

Metrorail Customer Injury Rate Δ | 1.39 per million passengers

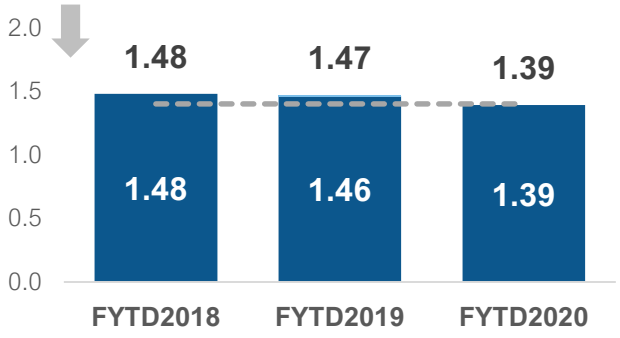
Target 1.40

Non-Preventable
Preventable

Through the third quarter of FY20, Metrorail met its target, with 1.39 injuries per million passenger trips, which also represents a 5% improvement from the same time last year.

There were 180 customer injuries in the first three quarters of the fiscal year, with almost a third of them occurring in the third quarter. Slips, trips, and falls were the most common incident type through the first three quarters, making up over 80% of all customer injuries. Many of the slip/trip/fall injuries involved customer distraction or intoxication. Rail customer injuries include incidents that occur on-board trains, in rail stations, or while using escalators or elevators.

3-Year Performance Trend



Key actions to sustain performance

- Continue station modernization improvements to reduce hazards that result in slip/trip/fall and train door injuries
- Install escalator floor warnings to increase customer attentiveness as they are approaching the end of the escalator
- To keep customers safe during the pandemic, encourage face coverings, request the public use Metrorail for essential trips only, and continue sanitization measures of touchpoints across the system

Metrobus Customer Injury Rate Δ | 2.34 per million passengers

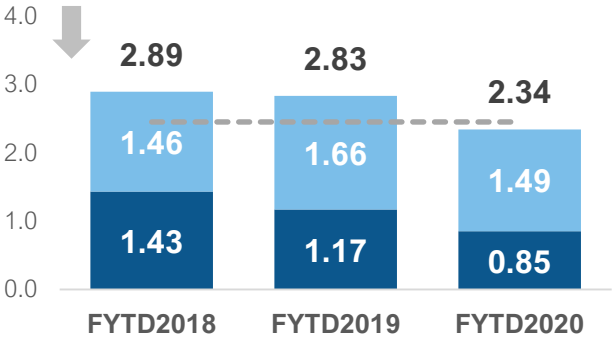
Target 2.45

Non-Preventable
Preventable

Through the third quarter of FY20, Metrobus met its target, with 2.34 injuries per million passengers, which represents a 17% improvement from the same time last year.

In total, 43 injuries were reported in the third quarter resulting in a total of 178 for the fiscal year. The most common injury types remain slips, trips, falls, accounting for 81 out of the total 178 injuries, followed by collision-related injuries which accounted for 75 injuries. Over half (43) of the collision-related injuries occurred in non-preventable collisions. The most frequent factors overall were hard braking (26), bus motion (e.g., making a turn) (25), and boarding/alighting (14).

3-Year Performance Trend



Key actions to sustain performance

- Continue investigation of bus stop incidents to identify causal factors that result in customer injury
- Pilot collision avoidance technologies, such as Blind Spot Warnings and object detection, to decrease the number of bus collisions
- To keep customers safe during the pandemic, encourage mask use and essential trips only, and continue sanitation measures of touchpoints across the system

CUSTOMER INJURY RATE Δ

JUL 1, 2019 – MAR 31, 2020

MetroAccess Customer Injury Rate Δ | 1.72 per 100,000 passengers

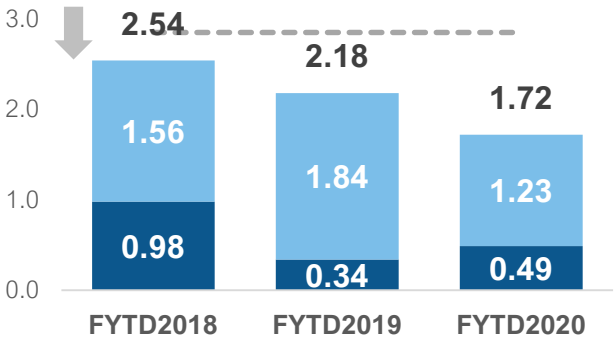
Target 2.85

Non-Preventable
Preventable

The customer injury rate through the third quarter of FY20 was 1.72 per 100,000 passengers, which is better than target, and a 21% decrease from the same time the prior year.

A total of 28 customer injuries were reported this fiscal year: 12 in the first quarter, 13 in the second quarter, and three in the third quarter. The customer injury rate is primarily driven by slips/trips/falls and collision-related injuries. Compared to the first three quarters of FY19, there were five fewer slip/trip/fall injuries and five fewer collision-related injuries.

3-Year Performance Trend



Key actions to sustain performance

- Expand MetroAccess DriveCam, which provides additional 24-hour recording capability to existing system and supports focus on timely behavioral coaching for vehicle operators
- Conduct Annual Operator Wheelchair Recertification to ensure current securement best practices remain in operational practice
- During the pandemic, MetroAccess is no longer focused on increasing shared-ride service to help minimize potential exposure

EMPLOYEE INJURY RATE Δ

JUL 1, 2019 – MAR 31, 2020

Rail System Employee Injury Rate Δ | 3.2 per 200,000 hours worked

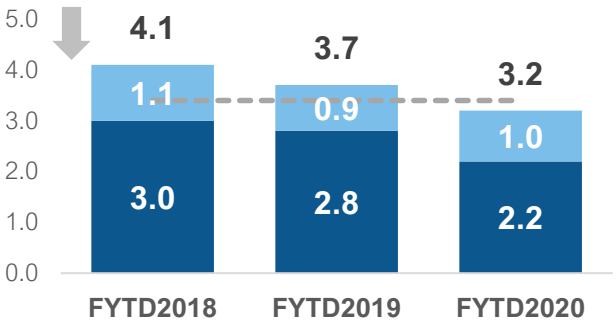
Target 3.4

Non-Preventable
Preventable

During the first three quarters of FY20, Metrorail reported an employee injury rate of 3.2, which is better than target and a 14% improvement compared to the same time last year.

Looking across the first three quarters, the most frequent injury types involved slips/trips/fall (35), being struck by or striking a body part against something (29), and injuries related to assault or stress (22). Thirty-eight employees were injured during the third quarter, the best performing quarter this fiscal year.

3-Year Performance Trend



Key actions to sustain performance

- Conduct Station Manager training to deescalate tense public interactions, similar to a previous initiative to reduce bus operator assaults
- Encourage Safety Observations and use data to identify and proactively address unsafe behaviors
- During the pandemic, protect employees through increased inventory of personal protective equipment and cleaning supplies, as well as reductions in service and closed first/last railcars to limit exposure

Bus Employee Injury Rate Δ | 11.0 per 200,000 hours worked

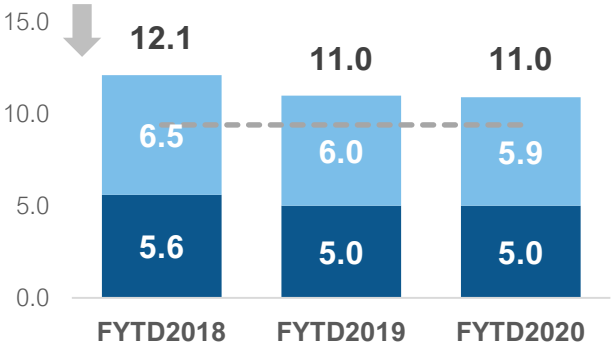
Target 9.4

Non-Preventable
Preventable

The Metrobus employee injury rate was 11.0 for the first three quarters of FY20, which is worse than target and no change compared to the same time last year.

Across the first three quarters of the fiscal year, the most common injury types were collisions (86), injuries related to assault or stress (62), slips/trips/falls (46), ergonomic-related injuries (45), being struck by or striking a body part against something (31), and exposure-related injuries (26).

3-Year Performance Trend



Key actions to improve performance

- To enhance the safety of its frontline workforce during the pandemic, Metro implemented “A/B” scheduling—where employees work in alternating A and B teams in order to reduce contact among employees—and rear-door boarding across the Metrobus system to improve social distancing on buses

BUS COLLISION RATE Δ

JUL 1, 2019 – MAR 31, 2020

NTD Bus Collision Rate Δ | 3.6 per million miles

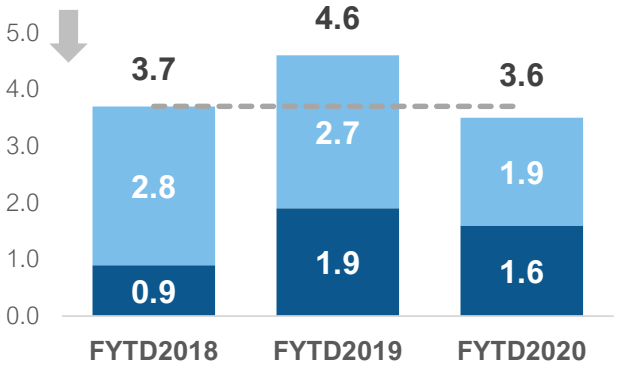
Target 3.7

Non-Preventable
Preventable

Metrobus experienced a collision rate of 3.6 during the first three quarters of FY20, which is better than target and represents a 22% improvement compared to the same time in FY19.

Of the 32 total collisions in the third quarter, 19 were rated as non-preventable and 13 as preventable.

3-Year Performance Trend



Key actions to improve performance

- Investigate collisions that occur at bus stops to identify causal factors that involve operators servicing and pulling in and out of stops
- Pilot collision avoidance technologies, such as Blind Spot Warnings, object detection and floating bus stops
- Evaluate the bus operator training program to improve driving techniques for new and existing operators and use of existing forward-facing cameras to coach operators who have been involved in collisions

Note: Metrobus tracks and reports serious collisions to the Federal Transit Administration. 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 6%.

All Bus Collision Rate Δ | 63.1 per million miles

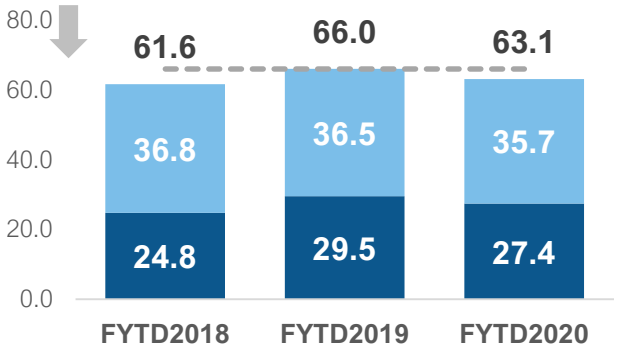
Target Decrease from Prior Year 66.0

Non-Preventable
Preventable

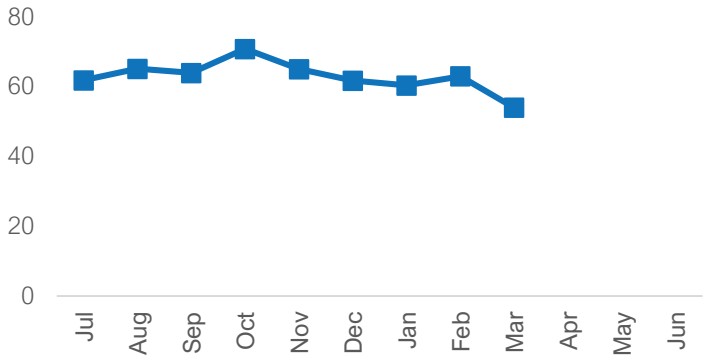
The overall bus collision rate decreased by 4% compared to the same time in FY19. While both preventable and non-preventable collisions decreased, the overall improvement was primarily driven by a 7% reduction in preventable collisions.

Out of 971 total preventable collisions through the first three quarters of FY20, 423 were with stationary objects and vehicles. Overall, the top three preventable collision types were hitting fixed objects, sideswipes and hitting parked vehicles. Compared to FY19, these collision types experienced a 13% decrease, 1% decrease, and 8% increase, respectively.

3-Year Performance Trend



FY2020 Trend



RAIL COLLISIONS & DERAILMENTS

JUL 1, 2019 – MAR 31, 2020

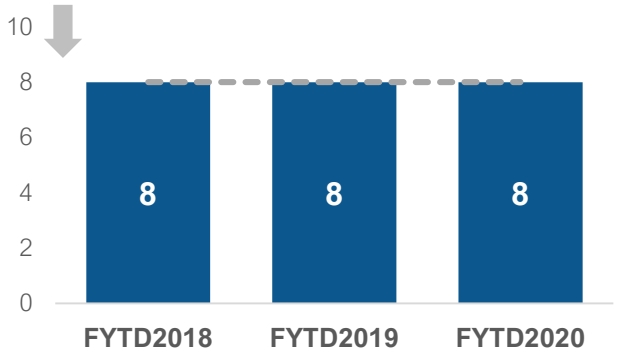
Rail Collisions | 8 collisions

Target Decrease from Prior Year 8

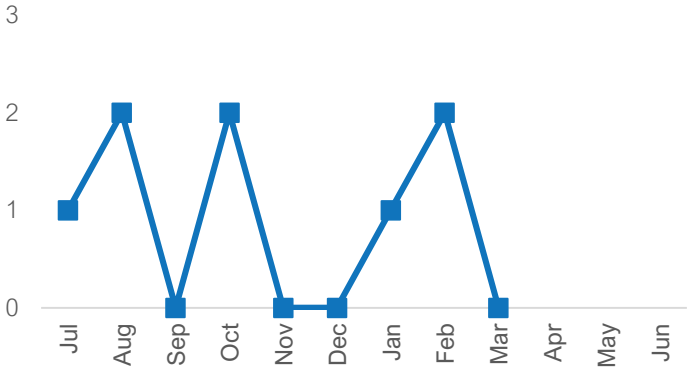
Metrorail had three rail collisions during the third quarter, resulting in eight total collisions for the first three quarters of FY20—the same number as FY19.

In the first three quarters of both FY19 and FY20, there were three collisions on the mainline and five in yards. Of the three collisions during the third quarter, two involved trains (both in the yard) and one involved a rail maintenance vehicle (in the yard). All three collisions resulted in no injuries.

3-Year Performance Trend



FY2020 Trend



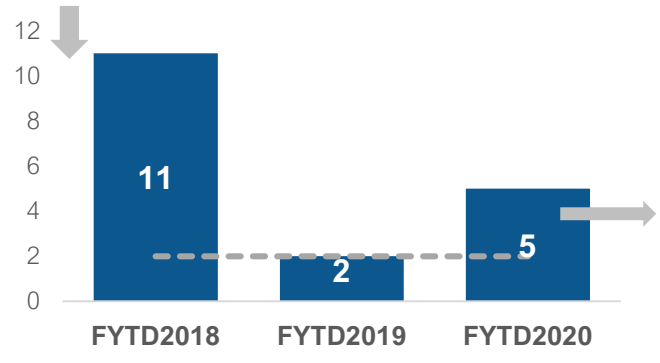
Derailments | 5 incidents

Target Decrease from Prior Year 2

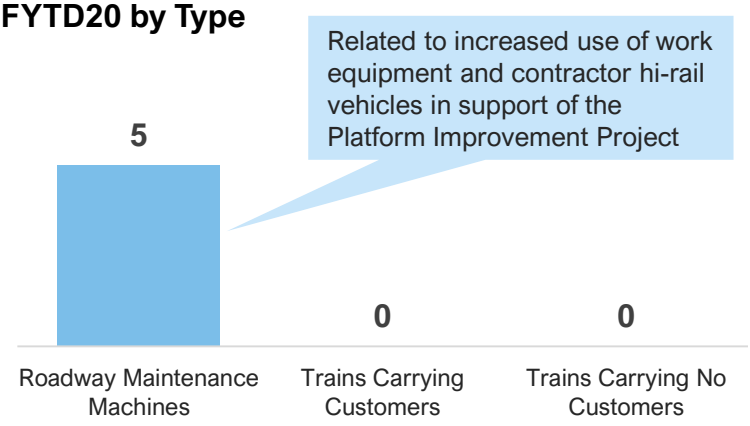
There was one derailment in the third quarter of FY20, bringing the total to five for the first three quarters of the fiscal year. This is up from two the same time in FY19, but still less than the 11 experienced at this time in FY18.

All derailments in the first three quarters of both FY19 and FY20 involved rail maintenance machines. The derailment event that occurred during the third quarter of FY20 was in a yard with a hi-rail vehicle proceeding through a switch in reverse.

3-Year Performance Trend



FYTD20 by Type



RAIL INCIDENTS

JUL 1, 2019 – MAR 31, 2020

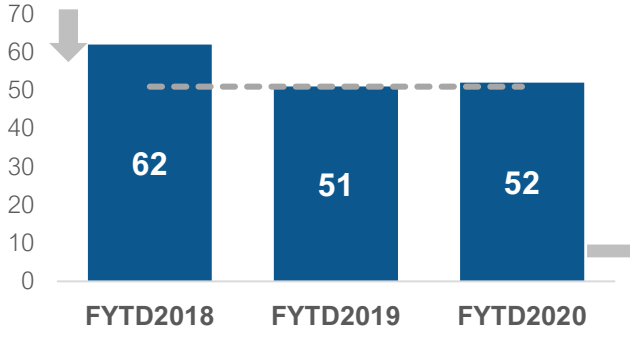
Fire Incidents | 52 incidents

Target Decrease from Prior Year 51

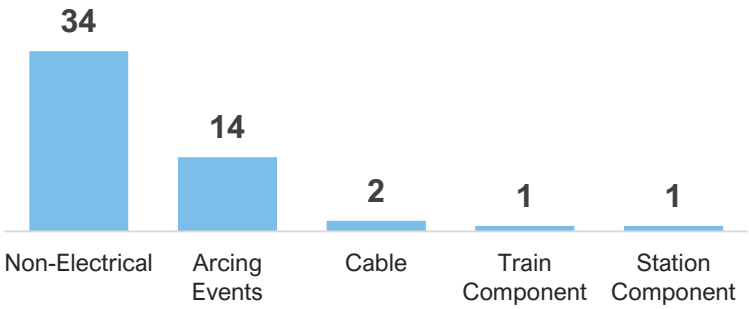
Metrorail had 52 FTA-reportable fires during the first three quarters of FY20, which is an increase of one from the same time in FY19.

Non-electrical fires were the primary contributor to the overall increase. Non-electrical fires include but are not limited to debris- and crosstie-related fires, as well as fires in stations and parking lots caused by normal combustible materials (e.g., trash cans). Arcing insulator events, such as insulator failures, decreased by over 40% compared to the same period of FY19.

3-Year Performance Trend



FYTD20 by Type



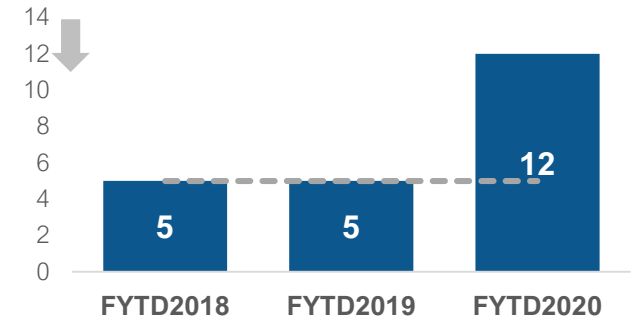
Red Signal Overruns Δ | 12 incidents

Target Decrease from Prior Year 5

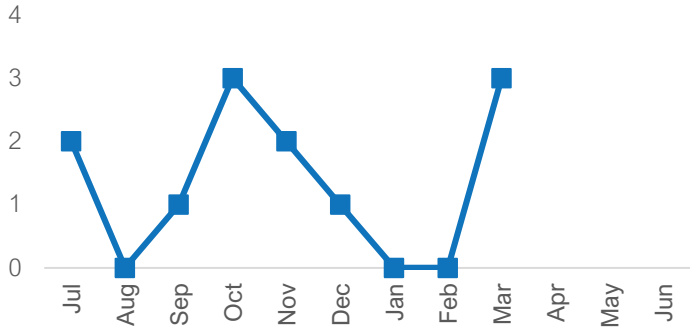
Metrorail revenue vehicles overran a red signal three times during the third quarter, bringing the total to 12 for the first three quarters of FY20 compared to five over the same period in FY19.

All three of the third quarter overruns occurred in March. Two involved roadway maintenance machines—which were the first roadway maintenance machine overruns since September 2018. Starting in November 2019, Metro established an interdepartmental Root Cause/ Corrective Action Committee to spearhead efforts aimed at identifying underlying root causes of vehicle movement violations and recommending mitigations.

3-Year Performance Trend



FY2020 Trend



OTHER SAFETY INCIDENTS

JUL 1, 2019 – MAR 31, 2020

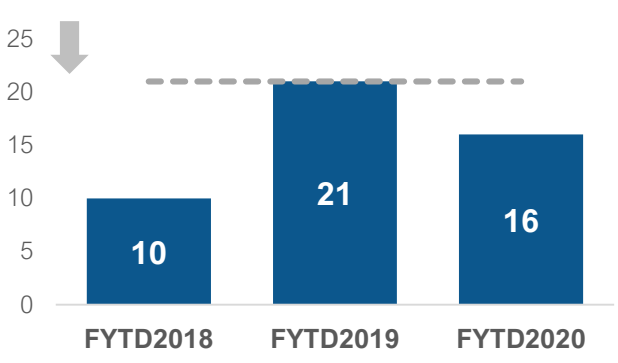
Bus Pedestrian Strikes Δ | 16 incidents

Target Decrease from Prior Year 21

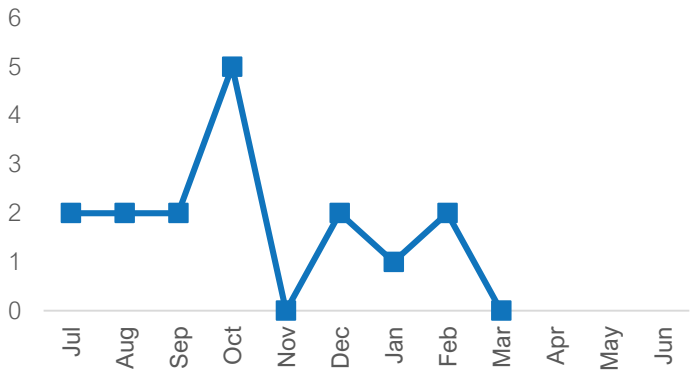
For the first three quarters of FY20, 16 pedestrians or bicyclists were struck by Metrobus and required immediate transport away from the scene, a decrease of five compared to the same time in FY19.

Of the 16 incidents this fiscal year, six involved bicyclists and 10 involved pedestrians (five in crosswalks). From November 2019 through March 2020 there were no bicyclist strikes. One bus division is piloting a collision-avoidance technology that provides warning lights/alarms when objects are in a blind spot. Metro will evaluate the pilot's success in improving driving behaviors and overall safety.

3-Year Performance Trend



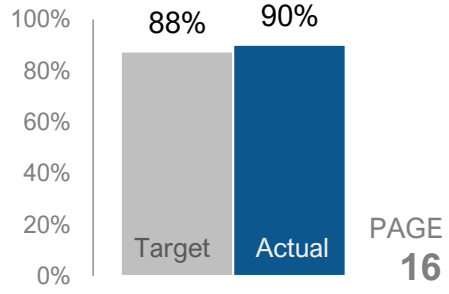
FY2020 Trend



QUALITY SERVICE

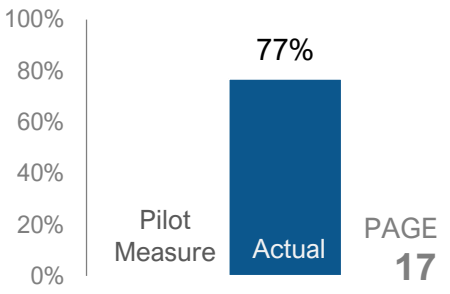
The following highlights Metro's system-wide quality service performance through March 15 (measures with *) or the full third quarter of fiscal year 2020

MyTripTime*
Rail On-Time Performance



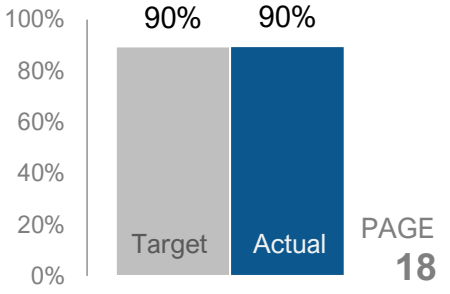
PAGE 16

Metrobus*
On-Time Performance



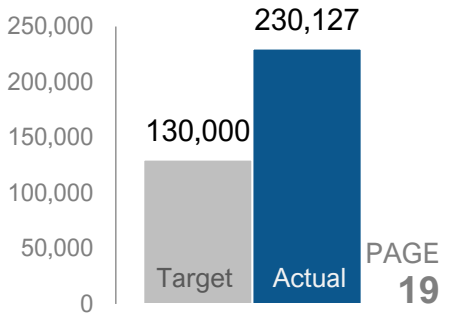
PAGE 17

MetroAccess*
On-Time Performance



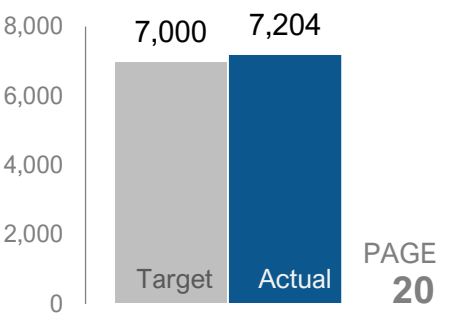
PAGE 18

Rail Fleet Reliability*

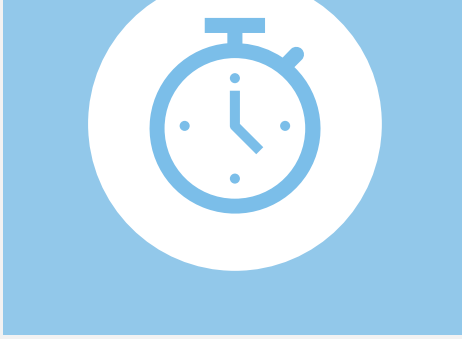


PAGE 19

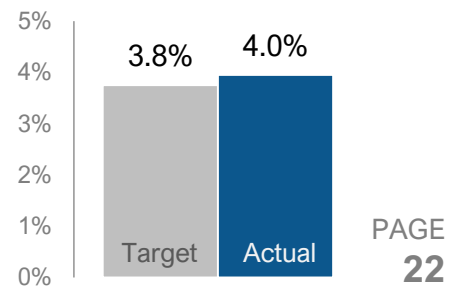
Bus Fleet Reliability*



PAGE 20

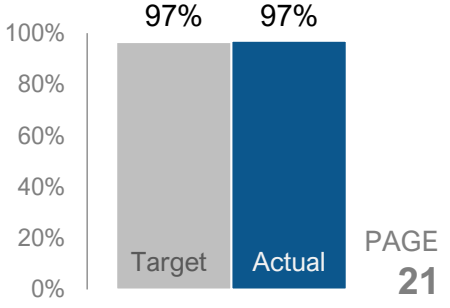


Rail Guideway Condition



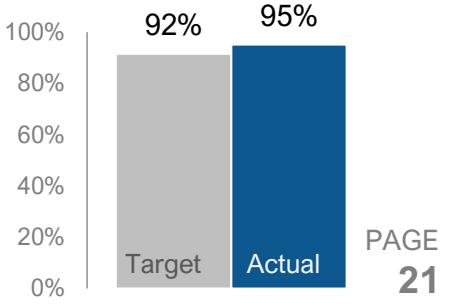
PAGE 22

Elevator Availability*



PAGE 21

Escalator Availability*



PAGE 21

Legend

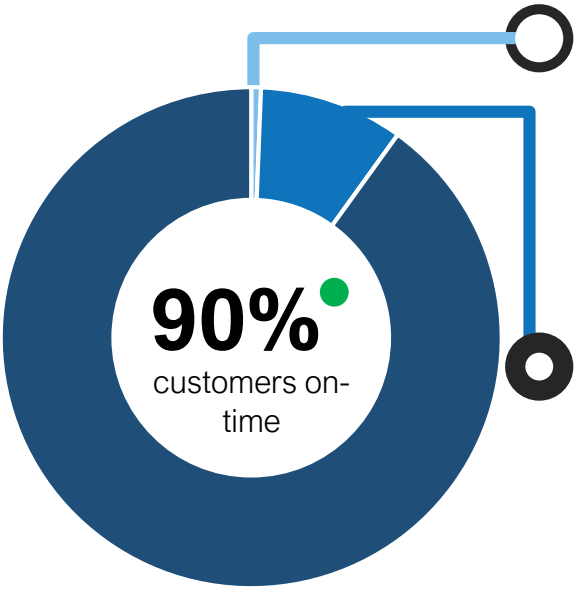
Met or above target | Near target | Target not met | No target | Desired direction | * Before pandemic Δ Skewed

MYTRIPTIME* JUL 1, 2019 – MAR 15, 2020

Metrorail customers completed 90% of their trips on-time during the first three quarters of FY20, exceeding the target of 88%.

Weekday customer on-time performance (OTP) continued to be strong, up from 90% in the first and second quarters to 93% in quarter three, the highest recorded in the past 10 years. Weekend customer OTP in quarter three declined 3 percentage points to 85% from 88% in quarter two, but still showed improvement relative to quarter one.

What caused customers to not be on-time?



Target ≥ 88% on-time

Planned Delays

- **Planned track work** lowered OTP by approximately 0.7 percentage points, with unplanned delays making up the rest of the impact
- Most planned track work occurred in the first quarter, when the Platform Improvement Project closed six Blue and Yellow Line stations for the first 10 weeks of the fiscal year for full platform reconstruction and major station improvements

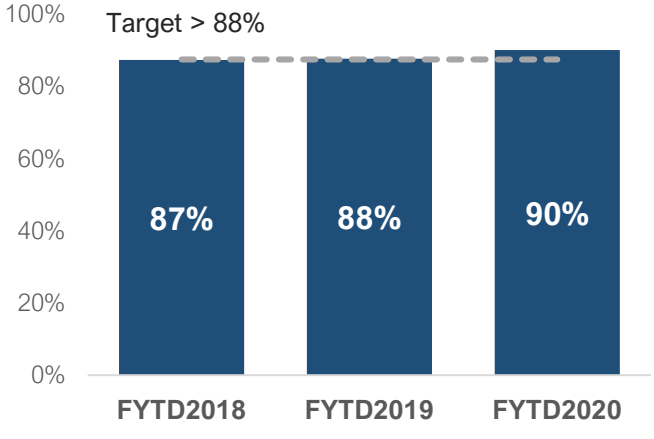
Unplanned Delays

- **Railcars** accounted for 36% of unplanned delays, a 33% decrease relative to the first three quarters of FY19 thanks to improvements in railcar reliability
- **Police activity and other customer-related incidents** accounted for 31% of delays with customer-related incidents (such as sick passengers), increasing 2% compared to the same time last year, while police activity incidents dropped 36%
- **Infrastructure failures and operations** accounted for 24% of delays
- **Other incidents** accounted for 9% of delays

Key actions to sustain performance

- During the pandemic, provide lifeline rail service for the region's essential employees while keeping the traveling public and frontline employees safe. Deploy all 8-car trains and use our most reliable fleet in order to minimize disruptions and ensure sufficient capacity
- Continue to make critical repairs to rail infrastructure, ensuring it remains in a state of good repair

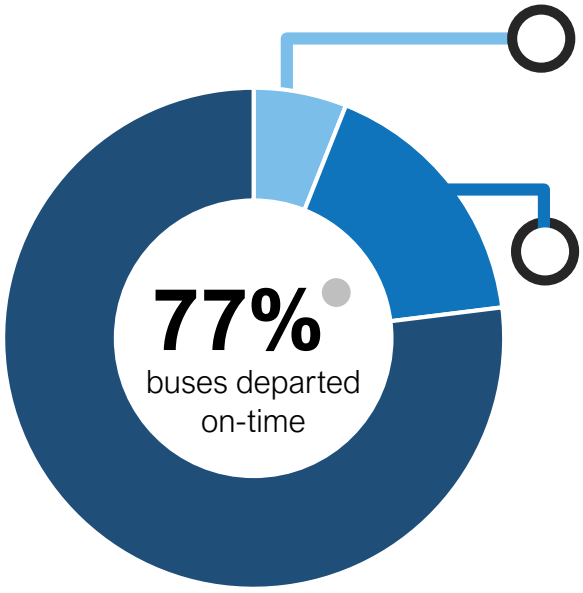
3-Year Performance Trend



Through the third quarter of FY20, 77% of buses were on-time. Buses serving customers along Metro's seven high-frequency headway routes were 66% on-time while 78% of schedule-based buses were on-time.

Reliability of both service types during the midday (9AM-3PM) and PM peak (3PM-7PM) service periods continue to impact overall performance with traffic congestion serving as a main factor.

What caused buses to not be on-time?



Pilot Measure

Early Departures

6% of buses departed more than two minutes early

- **Early terminal departures** accounted for <1%
- **Early mid-route departures** accounted for the remaining 5.8% of all early departures

Late Departures continue to be the main reason that buses were not on-time, reducing performance by 17%

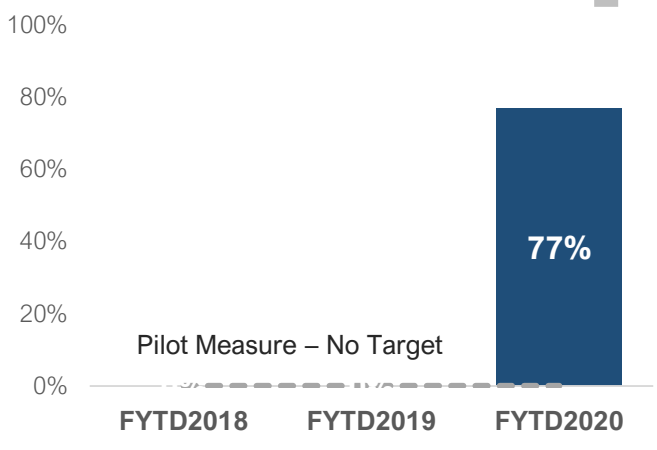
- **Late terminal departures**, occurring primarily during the midday and PM peak service periods, accounted for 1% of lates. These often occurred because the bus arrived late from the previous trip
- **Late mid-route departures** were the main reason buses were not on-time, accounting for 12% of lates, driven by traffic congestion as well as service delivery challenges due to police and customer incidents, collisions and other issues
- **Late terminal arrivals** accounted for the remaining 3% of lates driven by late mid-route departures during the midday and PM peak service periods impacting on-time terminal arrivals

Key actions to improve performance

With bus on-time performance data unavailable during the pandemic due to technological challenges related to service deviating from the traditional schedule, Metro is focused on:

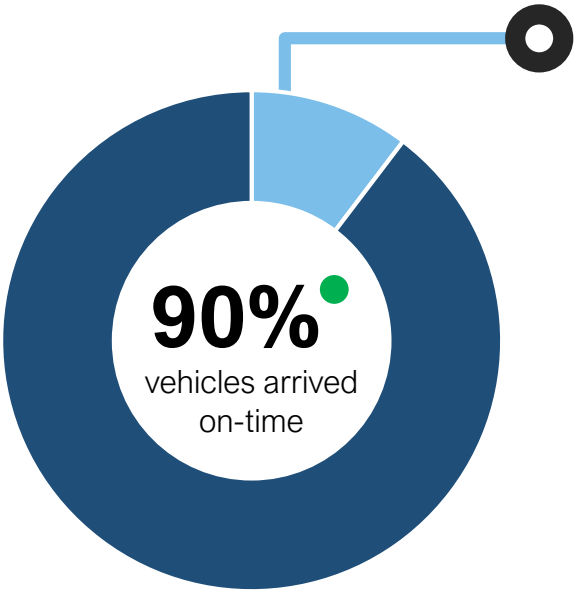
- Continuing to provide vital lifeline bus service for the region's essential employees while keeping the public and employees safe
- Monitoring service levels and ridership to keep busloads below 50% of capacity to maintain safe social distancing
- Improving operator logons to ensure essential riders are provided real-time arrival information

3-Year Performance Trend



Through the third quarter of FY20, 90% of MetroAccess trips were on-time, meeting the FY20 target but falling below the 91% achieved during the same time last year.

What caused vehicles to not be on-time?



Target ≥ 90% on-time

Operations Related Delays

- The contract team managing the Operations Control Center works to establish schedules that balance productive routing (including shared rides) and strong on-time performance. This quarter, the expansion of the Abilities Ride program—an alternative service that allows eligible customers to use on-demand taxi services—led to lower MetroAccess demand, ultimately resulting in improved on-time performance.
- The MetroAccess team discovered the mapping engines used by its real-time traffic application were not optimizing routes given current conditions, leading to lower on-time performance. As of February 28, 2020, this application has been removed from MetroAccess operating systems and Metro is soliciting a new system.

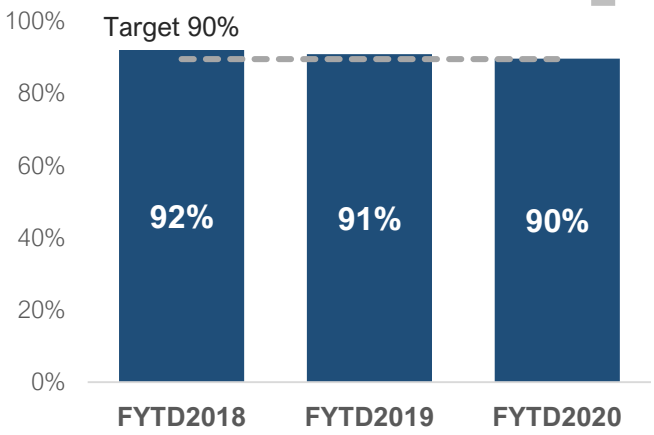
MetroAccess Supports Medical Professionals

As ridership decreased, MetroAccess no longer needed all vans to meet customer demand. Metro partnered with local hospitals and used the surplus MetroAccess vehicles to transport medical professionals to their places of work. This service helped 32 people the final week of March and continued growing into April.

Key actions to sustain performance

- Continue improving the accuracy of length-of-trip estimates by basing them on the fixed-route equivalent
- Continue to dynamically adjust the system's scheduling parameters and leverage available taxi and alternative resources when trips are projected late throughout the day

3-Year Performance Trend



RAIL FLEET RELIABILITY*

JUL 1, 2019 – MAR 15, 2020

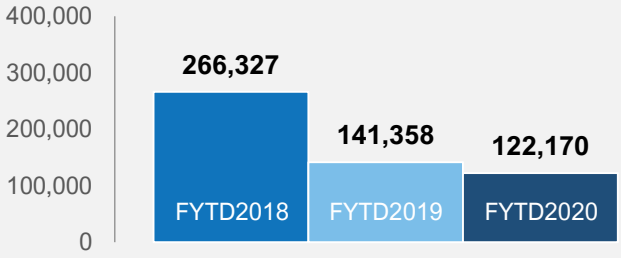
Rail Fleet Reliability* | 230,127 mean distance between delay

Target 130,000

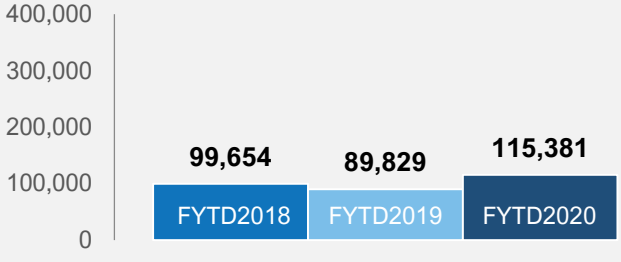
Railcar performance continues to reach record levels since Metro started measuring it in 1998, exceeding 230,000 miles between customer delays through the third quarter of FY20—a 56% improvement compared to FY19, and 77% above target.

Railcars traveled almost 350,000 miles between delay during the third quarter, up 65% from the previous quarter. Railcar performance reached a single-month record high in the first half of March (before cuts to service due to the pandemic response) with cars traveling over 950,000 miles between a delay. Strong railcar performance also contributed to some of the best customer on-time performance numbers on record—and smoother rides for customers.

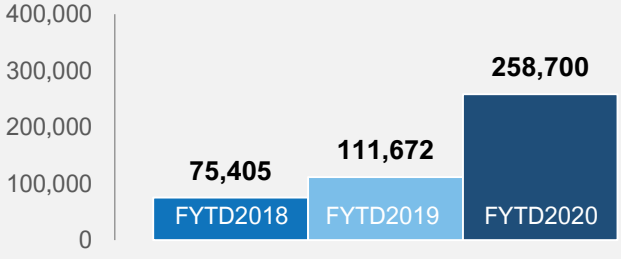
2000-series | 4% of mileage



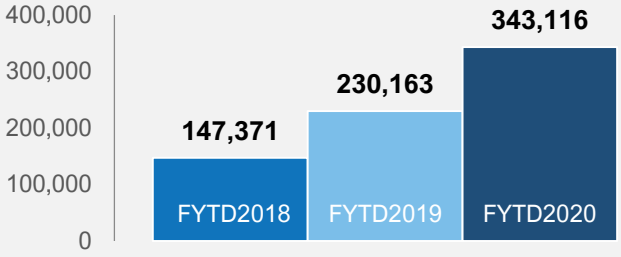
3000-series | 19% of mileage



6000-series | 12% of mileage



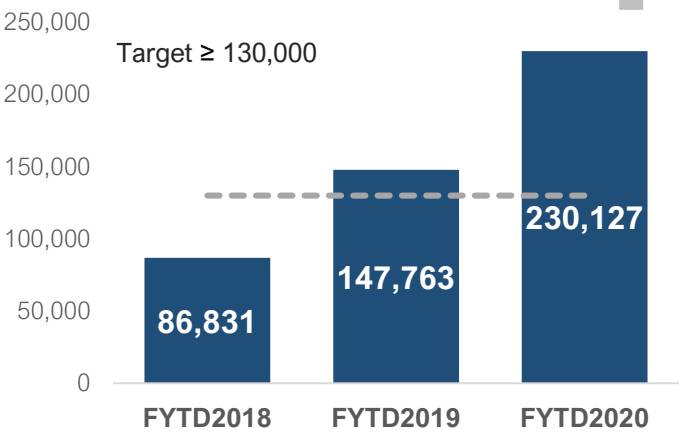
7000-series | 65% of mileage



Key actions to sustain performance

- Continue using reliability analysis and frequent inspections to ensure engineers prioritize problems causing the largest impacts
- Continue the Scheduled Maintenance Program, which was helped improve performance of the 6000 series cars, and plan for the replacement of the 2000 and 3000 series as they turn 40 and near the end of their useful life
- During the pandemic, exclusively run 8-car 7000 series trains, minimizing delays that could lead to crowded conditions (reliability during this period will be higher than average)

3-Year Performance Trend



BUS FLEET RELIABILITY*

JUL 1, 2019 – MAR 15, 2020

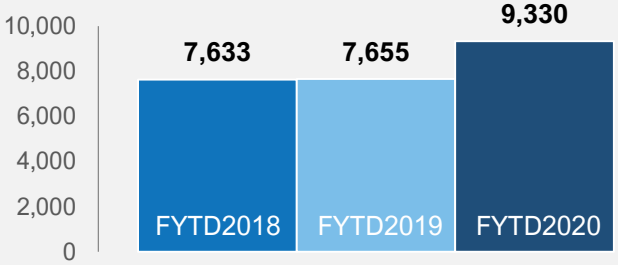
Bus Fleet Reliability* | 7,204 mean distance between failure

Target 7,000

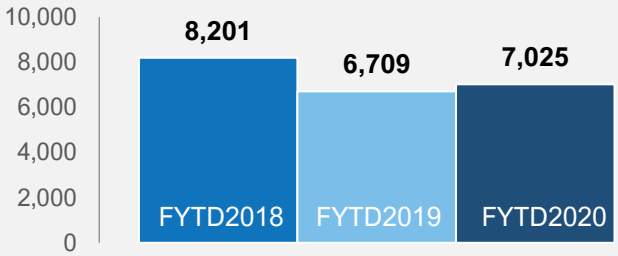
Bus fleet performance is the best in two years, with buses traveling just over 7,200 miles between failure through the third quarter of FY20—better than target of 7,000 and a 12% improvement compared to the same time in FY19.

The bus fleet traveled just under 8,600 miles between failure during quarter three, up from about 6,600 during the third quarter of last fiscal year. Bus fleet performance reached a single-month record high in the first half of March, with buses traveling over 10,600 miles between failure thanks to steady improvements over the fiscal year across all sub-fleets.

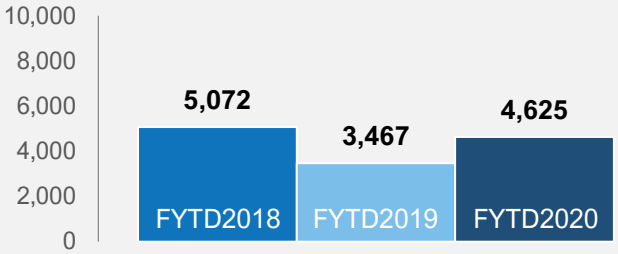
CNG | 28% of mileage



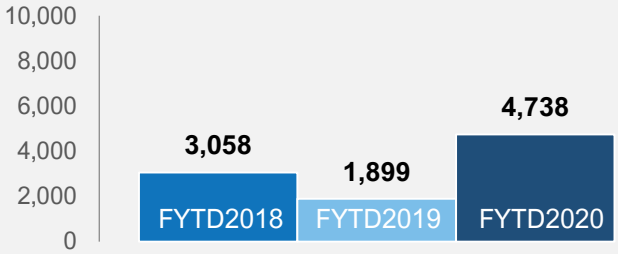
Hybrid | 64% of mileage



Clean Diesel | 8% of mileage



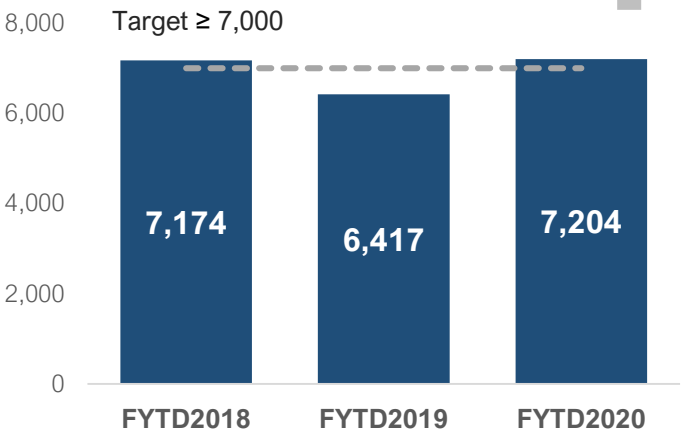
Diesel | 0.2% of mileage



Key actions to sustain performance

- With reduced demand on the fleet due to decreased service levels during the pandemic, Metro is fielding its highest performing buses to ensure the region's essential employees are provided a safe, reliable ride
- Staff are continuing to focus on key programs to improve fleet reliability and keep the fleet in a good state of repair, including:
  - Preventive maintenance programs
  - Service lane activities, and
  - Replacement of older, less reliable buses

3-Year Performance Trend



ELEVATOR & ESCALATOR*

JUL 1, 2019 – MAR 15, 2020

Elevator Availability* | 97% available

Target 97%

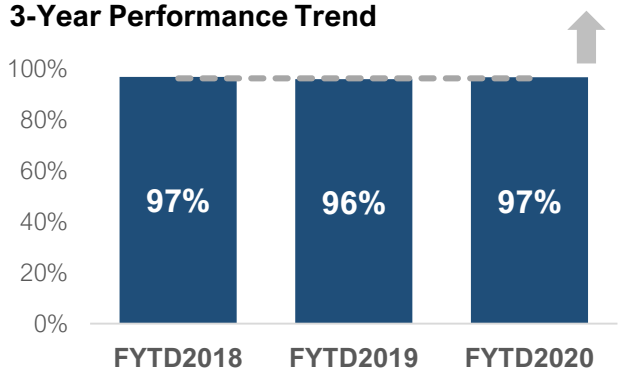
Elevators were available 97% of the time through the first three quarters of FY20, meeting target and improving by one percentage point compared to the same time last year.

Performance improved due to staffing innovations, concentrated work during shutdowns, and better weather. Beginning in FY20, Metro began using a dedicated maintenance crew to work on elevators (previously mechanics worked on both elevators and escalators). This staffing innovation allows mechanics to fully specialize in elevator service and effectively hone their craft which in turn results in a faster and more efficient response to deficiencies identified during jurisdictional inspections.

Key actions to sustain performance

- Increased elevator crews to better address jurisdictional inspection resulting in less downtime
- Hired full-time reliability engineer who is works to identify component failure by equipment type with a goal to decrease the frequency of elevator failure and increase availability

3-Year Performance Trend



Escalator Availability* | 95% available

Target 92%

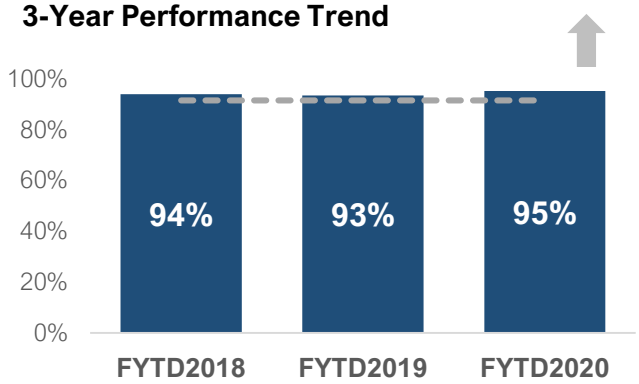
Metro is comfortably exceeding its 92% target for escalator availability, at 95% through the third quarter. This represents a nearly two percentage point increase in availability compared to the same time last year.

This year, Metro completed its $176 million rehab and replacement program that delivered 145 new escalators for rail customers since 2011. As a result, fewer units were out of service for capital rebuilding than initially anticipated, increasing availability. During the third quarter, extremely mild winter led to fewer entrance unit outages that often occur due to freezing temperatures/inclement weather.

Key actions to sustain performance

- Complete a new rehab and replacement contract to continue to ensure the system stays in a state of good repair—construction will begin late this fiscal year or early FY21
- Hired full-time reliability engineer who is works to identify component failure by equipment type with a goal to decrease the frequency of escalator failure and increase availability

3-Year Performance Trend



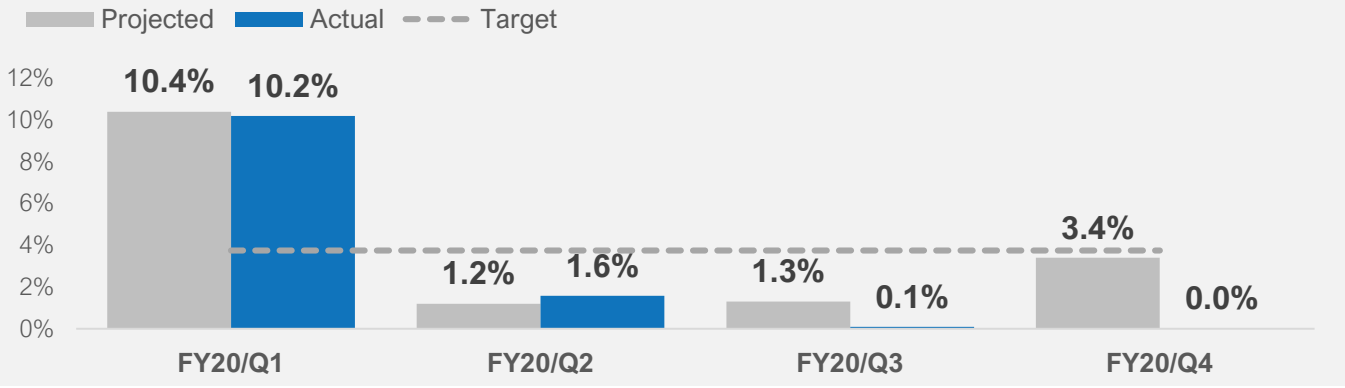
RAIL INFRASTRUCTURE

JUL 1, 2019 – MAR 31, 2020

4.0% under performance restriction

On average, 3.95% of track was under performance restriction during the first three quarters of FY20—due primarily to the Platform Improvement Project during the first quarter.

FY2020 Projected Performance Restrictions vs. Actual



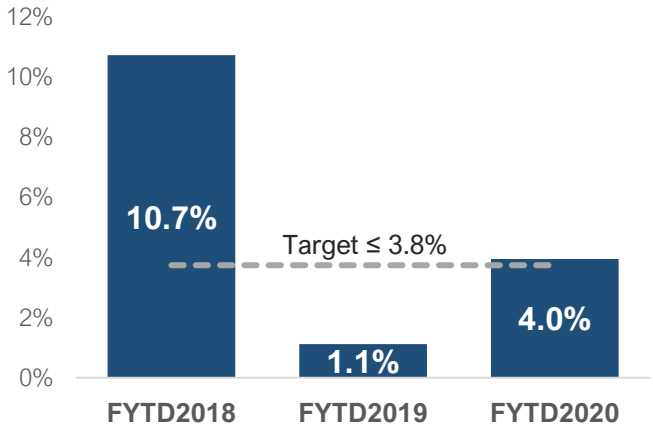
The Platform Improvement Project closed six Blue and Yellow Line stations south of Reagan National Airport, taking almost 23 miles, or 9.73% of track, out of service for the first 10 weeks of the fiscal year. During the second quarter, the percentage of track under performance restriction dropped to 1.6% — 80% of which were speed restrictions related to fall weather (fallen leaves can cause slippery conditions, and Metro reduces speeds as a safety precaution). The percentage of track under performance restriction continued to drop to 0.1% in the third quarter, way below the forecast of 1.3%, a sign of improving rail infrastructure condition.

Metro continues to focus on increasing its work accomplished during overnight non-revenue hours, limiting the impact to customers. Metro's completed 169,029 work-wrench hours during non-revenue hours the first three quarters of FY20, a 15% improvement from the same time last year, even with a large portion of work cancelled in March 2020 due to the pandemic.

Key actions to improve performance

- Continue to actively manage preventive maintenance and capital programs to keep unplanned restrictions low
- Taking advantage of the drop in ridership due to the pandemic, Metro expanded the planned Orange line platform improvement project to also include Silver Line work—this will decrease rail infrastructure availability during the fourth quarter but at minimal impact to riders
- Install heat tape at up to four more stations before next fall, eliminating the need for speed restrictions in these areas

3-Year Performance Trend



APPENDIX A
RESULTS DURING THE PANDEMIC

	FY2020 Key Performance Indicators	GOOD	During Pandemic (Mar 16-31 or 18-31)	Q3 FYTD 2019 Actual	Q3 FYTD 2020 Actual
RIDERSHIP	Total Ridership (millions)Δ	↑	2.2	220.2	217.6
	Bus Ridership (millions)Δ	↑	1.1	79.8	86.6
	Rail Ridership (millions)Δ	↑	1.1	126.7	129.3
	MetroAccess Ridership (millions)Δ		0.03	1.74	1.6
SAFETY & SECURITY	Crime Rate (per million passengers)Δ	↓	TBD	3.9	TBD
	Part I CrimesΔ	↓	23	803	1,043
	Red Signal OverrunsΔ	↓	See pg 13	5	12
	Smoke & Fire Incidents	↓	See pg 13	51	52
	Rail Collisions	↓	See pg 12	8	8
	Derailments	↓	See pg 12	2	5
	NTD Bus Collision Rate (per million miles)Δ	↓	See pg 11	4.6	3.6
	Bus Collision Rate (per million miles)Δ	↓	See pg 11	66.0	63.1
	Bus Pedestrian StrikesΔ	↓	See pg 14	21	16
	Rail Customer Injuries (per million passengers)Δ	↓	2.79	1.47	1.42
	Bus Customer Injuries (per million passengers)Δ	↓	2.17	2.83	2.34
	MetroAccess Customer Injuries (per 100,000 passengers)Δ	↓	0.00	2.18	1.72
	Rail Employee Injuries (per 100 employees)Δ	↓	0.0	3.7	3.0
	Bus Employee Injuries (per 100 employees)Δ	↓	2.7	11.0	10.6
QUALITY SERVICE	Bus On-Time Performance¤	↑	¤		¤
	Bus Fleet Reliability (Mean Distance Between Failure)Δ	↑	10,228	6,417	7,263
	MetroAccess On-Time PerformanceΔ	↑	97%	91%	90%
	MyTripTime (Rail Customer On-Time Performance)Δ	↑	94%	88%	90%
	Headway Adherence (Train On-Time Performance)Δ	↑	33%	91%	90%
	Trains in ServiceΔ	↑	105%	97%	98%
	Rail Fleet Reliability (Mean Distance Between Delay)Δ	↑	682,344	147,763	236,038
	Railcar Mean Distance Between FailureΔ	↑	71,826	13,311	21,834
	OffloadsΔ	↓	11	713	621
	Guideway Condition (Rail Infrastructure)	↓	See pg 22	1.1%	4.0%
	Elevator AvailabilityΔ	↑	97%	96%	97%
	Escalator AvailabilityΔ	↑	97%	93%	95%

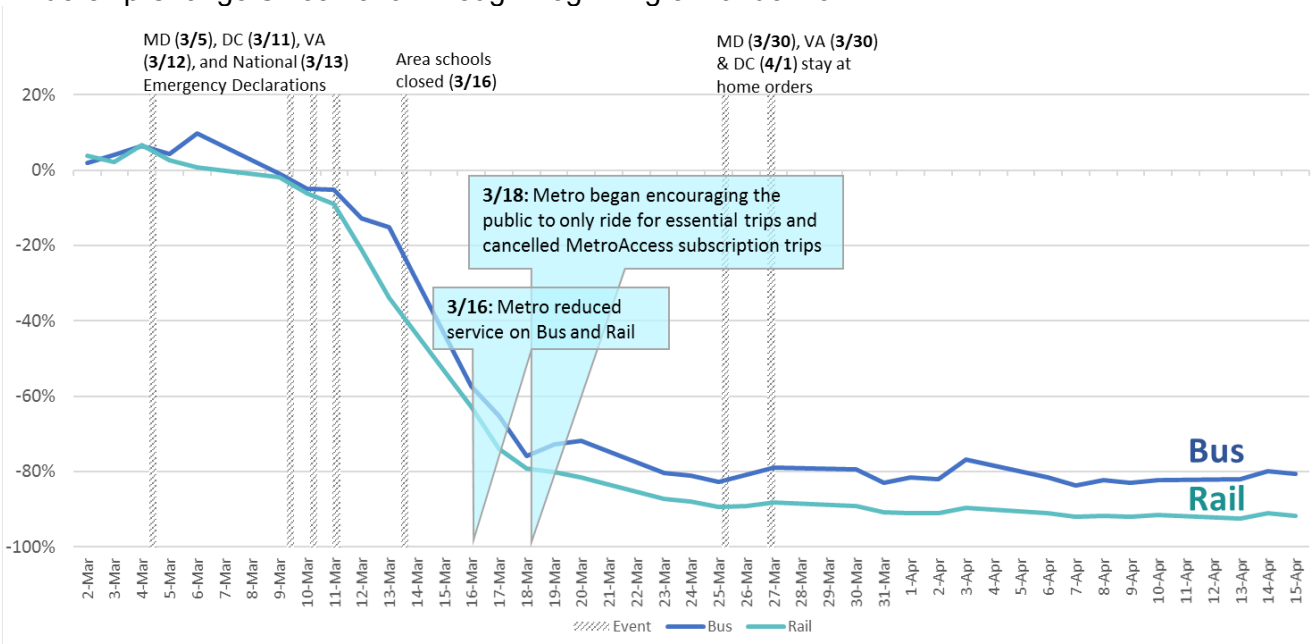
Legend

Met or above target | Near target | Target not met | No target | Desired direction | * Before pandemic | Δ Skewed

APPENDIX B
COVID-19 PANDEMIC RIDERSHIP IMPACTS

The COVID-19 pandemic abruptly and dramatically reduced Metro's ridership by over 90% on rail and 70% on bus. Following CDC guidance and regional policies, Metro is encouraging social distancing and requesting passengers only use transit for essential trips. Ridership data (also available online here) show the critical role Metro is playing is serving our community's essential workers through this unprecedented event.

Ridership Change Since 2019 Through Beginning of Pandemic



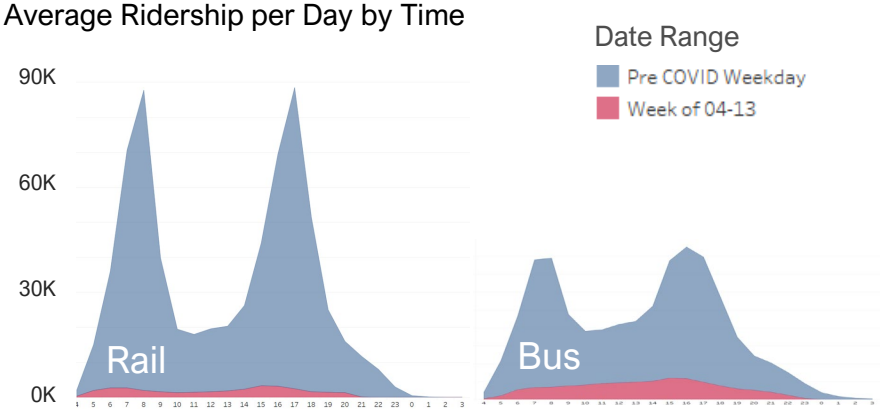
Metro continues to serve lower-income communities

- Rail ridership is persisting at stations—including those on the southern Green Line—that serve communities that are lower income, include a higher percentage of minority residents, and where the population is less likely to own a car.
- Similarly, bus ridership is also persisting more on buses that serve lower-income areas, including the 70, 74, 79, X2, 30s, and M6 routes.

Metro provides lifeline services for essential workers

- Rail and bus both typically show prominent peaks during commuting times, around 9am and 5pm, but the rail peaks have adjusted earlier to times that better align with shift workers, and bus has changed to resemble weekend service, which is fairly constant throughout the day

Average Ridership per Day by Time



APPENDIX C | DATA TABLE
RIDERSHIP

RIDERSHIP[Δ] | BUDGET FORECAST 303.0 MILLION													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	26.2	26.4	25.2	26.5	23.8	21.7	22.6	21.7	24.9	25.9	26.4	26.6	219.0
FY2019	26.5	25.7	24.4	27.8	23.6	22.1	22.1	21.9	26.0	27.4	27.5	26.4	220.2
FY2020	27.0	25.7	26.3	28.9	24.4	24.5	25.4	24.3	11.1				217.6

RIDERSHIP[Δ] | BUDGET FORECAST 303.0 MILLION													
FY2020		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
RAIL	Forecast	15,075,900	13,906,700	14,106,700	15,720,200	13,758,600	13,110,900	11,911,200	12,053,600	14,410,800	15,666,000	15,082,700	15,354,000	124,054,600
	Actual	16,452,435	15,132,103	15,338,075	17,447,889	14,559,802	13,524,283	15,076,151	14,161,023	7,634,931				129,326,692
BUS	Forecast	10,849,269	11,469,189	11,326,425	11,625,175	10,444,157	9,927,622	9,965,643	9,643,624	10,106,493	10,579,810	11,798,874	10,607,196	95,357,598
	Actual: Farebox	9,090,090	9,177,875	9,142,845	9,575,126	8,186,014	7,933,904	8,570,118	8,088,484	4,791,051				74,555,507
	Actual: Metro Operated Shuttle	23,465	22,940	44,061	9,106	92,046	7,896	57,818	54,790	24,281				336,403
	Actual: APC	10,339,106	10,330,911	10,684,278	11,260,590	9,609,526	10,796,145	10,066,403	9,898,718	3,324,992				86,310,669
	Actual: APC + Metro Shuttle	10,362,571	10,353,851	10,728,339	11,269,696	9,701,572	10,804,041	10,124,221	9,953,508	3,349,273				86,647,072
ACCESS	Forecast	192,100	209,500	190,400	211,500	192,600	182,500	181,000	179,600	199,100	205,100	209,400	197,200	1,738,300
	Actual	200,694	202,883	193,106	207,995	182,853	173,403	177,112	169,575	116,081				1,623,702
TOTAL	Forecast	26,117,269	25,585,389	25,623,525	27,556,875	24,395,357	23,221,022	22,057,843	21,876,824	24,716,393	26,450,910	27,090,974	26,158,396	221,150,498
	Actual: Farebox + Metro Shuttle	25,766,684	24,535,801	24,718,087	27,240,116	23,020,715	21,639,486	23,881,199	22,473,872	12,566,344				205,842,304
	Actual: APC + Metro Shuttle	27,015,700	25,688,837	26,259,520	28,925,580	24,444,227	24,501,727	25,377,484	24,284,106	11,100,285				217,597,466

[Δ] FY2020 Ridership results reported for the full first three quarters (July 1 – March 31), however, March results are skewed due to the pandemic and subject to change.

QUALITY SERVICE

MYTRIPTIME RAIL CUSTOMER ON-TIME PERFORMANCE* | TARGET 88%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	86%	89%	87%	88%	87%	86%	86%	87%	88%	88%	87%	88%	87%
FY2019	86%	79%	90%	89%	87%	89%	90%	90%	89%	91%	90%	90%	88%
FY2020	89%	90%	89%	90%	90%	89%	92%	92%	92%				90%

MYTRIPTIME RAIL CUSTOMER ON-TIME PERFORMANCE* | BY LINE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
RD Red Line	88%	90%	91%	91%	90%	87%	92%	92%	90%				90%
BL Blue Line	88%	88%	86%	87%	89%	87%	89%	90%	92%				88%
OR Orange Line	88%	89%	85%	86%	86%	85%	89%	89%	91%				87%
GR Green Line	90%	90%	91%	92%	90%	91%	93%	92%	93%				91%
YL Yellow Line	89%	88%	87%	91%	90%	90%	92%	92%	93%				90%
SV Silver Line	90%	90%	89%	88%	90%	88%	92%	91%	93%				90%

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush [5AM-9:30AM]	90%	92%	90%	90%	90%	88%	92%	93%	92%				91%
Midday [9:30AM-3PM]	90%	92%	90%	90%	91%	90%	92%	93%	92%				91%
PM Rush [3PM-7PM]	88%	90%	89%	90%	90%	87%	92%	91%	94%				90%
Evening [7PM-9:30PM]	93%	93%	93%	94%	94%	93%	95%	94%	96%				94%
Late Night [9:30PM-12AM]	92%	93%	94%	94%	94%	92%	94%	94%	93%				93%
Weekend	80%	82%	87%	87%	87%	89%	86%	87%	82%				86%

*FY2020 MyTripTime results were evaluated for the period beginning July 1 and ending the day before Metrorail service was adjusted due to the pandemic – March 16.

APPENDIX C | DATA TABLE
QUALITY SERVICE

METROBUS ONTIME PERORMANCE* | PILOT KPI

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2020	78%	78%	74%	75%	76%	77%	78%	78%	78%				77%

METROBUS ONTIME PERORMANCE* | BY TIME PERIOD

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Early [4AM-6AM]	76%	78%	76%	75%	78%	77%	86%	86%	86%				80%
AM Peak [6AM-9AM]	82%	82%	77%	78%	79%	80%	81%	80%	81%				80%
Midday [9AM-3PM]	78%	77%	75%	76%	76%	78%	78%	78%	78%				77%
PM Peak [3PM-7PM]	74%	74%	69%	68%	69%	72%	73%	74%	74%				72%
Early Night [7PM-11PM]	78%	78%	77%	78%	80%	80%	81%	80%	80%				79%
Late Night [11PM-4AM]	80%	80%	80%	81%	83%	83%	82%	82%	82%				81%

METROBUS ONTIME PERORMANCE* | BY SERVICE TYPE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Headway Service	66%	66%	63%	66%	66%	66%	65%	66%	66%				66%
All Other Service	79%	79%	75%	76%	77%	78%	79%	79%	79%				78%
Early	7%	7%	6%	6%	7%	8%	7%	7%	7%				7%
Late	15%	15%	19%	18%	16%	14%	14%	14%	14%				15%

METROACCESS ON-TIME PERFORMANCE* | TARGET 90%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	89%	91%	90%	93%	93%	94%	94%	92%	93%	92%	93%	92%	92%
FY2019	92%	92%	92%	92%	90%	91%	90%	89%	89%	89%	86%	88%	91%
FY2020	89%	89%	87%	88%	90%	91%	91%	91%	92%				90%

*FY2020 Bus On-Time Performance and MetroAccess results were evaluated for the period beginning July 1 and before service was adjusted due to the pandemic – March 16 for Metrobus and March 18 for MetroAccess.

QUALITY SERVICE

RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN DELAY* | TARGET 130,000

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	92,927	84,111	84,278	104,128	80,687	85,310	61,004	95,119	113,361	103,228	125,658	117,519	86,831
FY2019	124,123	119,755	145,352	141,878	161,039	162,407	134,683	146,531	238,078	198,102	265,139	194,907	147,763
FY2020	144,510	188,206	292,729	192,718	211,038	237,499	244,666	416,767	951,822				230,127

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	92,529	41,268	188,914	181,630	315,178	300,146	101,646	124,132	119,134				122,170
3000 series	100,691	93,781	152,396	82,935	78,083	131,524	97,057	403,078	392,082				115,381
6000 series	150,850	125,455	283,153	211,946	933,218	202,605	960,708	465,048	490,182				258,700
7000 series	174,545	436,424	429,369	310,590	305,472	314,362	426,973	466,173	2,413,809				343,116

RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE* | TARGET 10,000

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	7,430	8,227	9,711	10,881	10,376	10,496	10,021	11,280	11,202	13,699	11,755	12,850	9,786
FY2019	10,073	10,671	11,092	14,010	14,075	15,929	14,019	14,397	19,737	19,810	16,752	16,418	13,311
FY2020	15,344	19,374	20,799	20,998	20,784	23,425	26,760	24,142	26,812				21,253

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	8,046	6,878	10,495	11,718	11,673	21,439	16,049	11,822	7,942				10,708
3000 series	7,821	9,743	10,297	9,424	9,450	10,182	14,805	15,210	18,236				10,688
6000 series	10,170	10,977	11,177	13,414	14,582	13,690	19,214	12,741	18,853				13,126
7000 series	28,598	39,675	42,937	44,021	37,152	46,381	41,734	40,062	41,617				39,556

*FY2020 Rail Fleet Reliability results were evaluated for the period beginning July 1 and ending the day before service was adjusted due to the pandemic – March 16.

APPENDIX C | DATA TABLE
QUALITY SERVICE

BUS FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE* | TARGET 7,000

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	7,555	7,764	7,571	6,923	7,492	7,776	6,221	6,164	7,485	6,124	6,209	6,515	7,174
FY2019	6,192	5,961	5,806	6,644	6,670	6,806	6,422	6,661	6,796	6,622	5,680	6,111	6,417
FY2020	6,166	6,001	6,066	7,006	7,788	8,527	8,533	7,785	10,643				7,204

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
CNG	7,802	9,636	8,832	8,452	12,094	9,015	9,397	9,091	14,228				9,330
HYBRID	6,162	5,814	5,908	6,953	7,147	8,615	8,456	7,565	10,082				7,025
CLEAN DIESEL	3,590	2,945	3,109	4,877	5,163	6,842	6,794	6,260	7,581				4,625
DIESEL	3,662	3,952	8,390	3,972	2,640	277	5,238	5,371	0				4,738

ELEVATOR AVAILABILITY* | TARGET 97%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	97%	97%	97%	97%	97%	98%	97%	97%	97%	96%	96%	96%	97%
FY2019	95%	96%	95%	97%	96%	97%	96%	96%	97%	97%	97%	97%	96%
FY2020	96%	97%	97%	98%	97%	97%	97%	97%	96%				97%

ESCALATOR AVAILABILITY* | TARGET 92%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	95%	94%	95%	94%	94%	94%	93%	93%	93%	93%	91%	93%	94%
FY2019	93%	93%	92%	92%	94%	94%	94%	94%	94%	95%	94%	95%	93%
FY2020	94%	94%	94%	95%	95%	96%	96%	96%	97%				95%

*FY2020 Bus Fleet Reliability and Elevator & Escalator Availability results were evaluated for the period beginning July 1 and ending the day before service was adjusted due to the pandemic – March 16.

QUALITY SERVICE

RAIL GUIDEWAY CONDITION: FTA REPORTABLE SPEED RESTRICTIONS | TARGET 3.8%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	9.5%	12.9%	9.8%	9.5%	11.8%	14.0%	9.5%	9.5%	9.9%	9.6%	9.6%	0.1%	10.7%
FY2019	0.2%	2.1%	0.3%	1.8%	1.6%	3.6%	0.3%	0.2%	0.0%	0.0%	0.0%	9.1%	1.1%
FY2020	9.7%	10.4%	10.4%	0.5%	2.2%	2.0%	0.1%	0.1%	0.1%				4.0%

TRAIN ON-TIME PERFORMANCE: HEADWAY ADHERENCE* | TARGET 91%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	90%	92%	89%	92%	89%	88%	89%	91%	91%	92%	92%	93%	90%
FY2019	90%	78%	93%	93%	91%	93%	91%	92%	92%	93%	92%	91%	91%
FY2020	91%	92%	91%	92%	92%	91%	94%	94%	94%				92%

TRAIN ON-TIME PERFORMANCE: HEADWAY ADHERENCE* | BY LINE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
RD Red Line	93%	95%	94%	95%	94%	93%	96%	95%	94%				94%
BL Blue Line	87%	88%	87%	88%	89%	88%	91%	91%	93%				89%
OR Orange Line	91%	92%	90%	90%	91%	90%	93%	93%	93%				91%
GR Green Line	93%	94%	93%	95%	94%	93%	96%	96%	97%				94%
YL Yellow Line	91%	91%	91%	93%	92%	91%	94%	95%	96%				93%
SV Silver Line	89%	91%	89%	91%	91%	90%	92%	93%	93%				91%

*FY2020 Train On-Time Performance results were evaluated for the period beginning July 1 and ending the day before service was adjusted due to the pandemic – March 16.

APPENDIX C | DATA TABLE
QUALITY SERVICE

TRAIN ON-TIME PERFORMANCE: HEADWAY ADHERENCE* | BY TIME PERIOD

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush [5AM-9:30AM]	87%	88%	87%	88%	88%	87%	90%	91%	91%				88%
Midday [9:30AM-3PM]	95%	97%	95%	95%	96%	95%	97%	97%	97%				96%
PM Rush [3PM-7PM]	88%	90%	89%	91%	90%	89%	93%	92%	93%				90%
Evening [7PM-9:30PM]	97%	97%	97%	99%	98%	96%	98%	98%	97%				97%

TRAINS IN SERVICE* | TARGET 98%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	99%	99%	98%	101%	99%	99%	97%	98%	98%	99%	98%	98%	100%
FY2019	97%	98%	98%	97%	97%	98%	96%	97%	98%	98%	98%	99%	97%
FY2020	99%	99%	98%	98%	97%	97%	98%	100%	99%				98%

OFFLOADS* | TARGET <80 PER MONTH

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	113	134	124	87	103	95	150	102	91	70	119	91	999
FY2019	88	91	69	79	75	83	94	76	58	58	65	99	713
FY2020	96	62	93	61	69	75	71	70	33				630

CROWDING: CROWDED PASSENGER TIME* | PILOT MEASURE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	3.5%	4.2%	4.5%	4.3%	3.8%	3.1%	3.2%	3.7%	3.8%				3.8%
FY2020	5.1%	4.4%	6.3%	6.5%	5.9%	5.0%	2.6%	2.6%	2.1%				4.8%

*FY2020 Train On-Time Performance, Offloads, and Crowding results were evaluated for the period beginning July 1 and ending the day before service was adjusted due to the pandemic – March 16.

QUALITY SERVICE

METRORAIL CROWDING* | PILOT MEASURE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	4.8%	4.5%	3.2%	4.0%	4.2%	3.6%	2.5%	4.0%	3.8%				3.9%
FY2020	3.8%	2.0%	3.2%	4.1%	3.3%	3.1%	3.3%	3.1%	2.3%				3.3%

METRORAIL CROWDING* | BY LINE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
RD Red Line	4.5%	2.4%	3.9%	4.0%	3.5%	3.9%	3.2%	3.5%	2.8%				3.6%
BL Blue Line	2.2%	0.7%	1.8%	3.5%	2.4%	1.9%	2.5%	2.2%	1.3%				2.3%
OR Orange Line	5.3%	3.0%	5.0%	7.2%	5.8%	5.1%	5.8%	5.2%	3.6%				5.4%
GR Green Line	2.6%	1.7%	2.2%	3.0%	1.4%	1.0%	1.3%	0.8%	0.7%				1.8%
YL Yellow Line	3.3%	1.8%	3.0%	3.8%	3.9%	2.5%	4.0%	3.2%	2.9%				3.3%
SV Silver Line	2.8%	1.3%	2.3%	2.6%	2.7%	2.3%	2.2%	2.6%	1.6%				2.4%

METRORAIL CROWDING* | BY TIME PERIOD

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush [5AM-9:30AM]	6.4%	3.2%	6.8%	7.7%	5.6%	5.9%	5.7%	6.0%	4.9%				6.0%
Midday [9:30AM-3PM]	0.1%	0.0%	0.2%	0.1%	0.1%	0.2%	1.6%	0.0%	0.0%				0.3%
PM Rush [3PM-7PM]	5.0%	3.3%	3.7%	4.7%	4.3%	4.3%	3.5%	3.7%	2.2%				4.0%
Evening [7PM-9:30PM]	0.8%	0.3%	0.2%	0.6%	0.1%	0.3%	0.1%	0.1%	0.1%				0.3%
Late Night [9:30PM-12AM]	0.0%	0.0%	0.0%	6.6%	0.0%	0.0%	0.0%	0.0%	0.0%				1.9%
Weekend	0.5%	0.2%	0.1%	0.9%	1.9%	0.0%	0.0%	0.0%	0.0%				0.5%

*FY2020 Crowding results were evaluated for the period beginning July 1 and ending the day before service was adjusted due to the pandemic – March 16.

QUALITY SERVICE

METROBUS CROWDING* | PILOT MEASURE	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2019	3.4%	4.2%	4.5%	4.3%	3.8%	3.1%	3.2%	3.7%	3.8%				3.8%
FY2020	5.1%	4.4%	6.3%	6.5%	5.8%	5.0%	2.6%	2.6%	2.1%				4.9%

METROBUS CROWDING* | BY TIME PERIOD	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Early [4AM-6AM]	5.4%	5.7%	7.5%	8.3%	6.8%	5.2%	1.5%	1.9%	1.9%				5.0%
AM Peak [6AM-9AM]	6.5%	5.0%	9.0%	8.3%	7.8%	6.7%	4.0%	3.9%	3.2%				5.4%
Midday [9AM-3PM]	4.6%	3.6%	4.8%	5.1%	4.8%	4.3%	2.4%	2.4%	1.8%				6.5%
PM Peak [3PM-7PM]	5.6%	4.7%	6.5%	7.3%	6.3%	5.3%	2.3%	2.3%	2.0%				4.1%
Early Night [7PM-11PM]	3.7%	3.4%	4.2%	4.6%	3.4%	3.1%	1.4%	2.2%	1.7%				5.2%
Late Night [11PM-4AM]	9.2%	7.7%	7.5%	7.6%	5.3%	6.0%	3.5%	3.8%	3.4%				3.4%
Weekend	3.4%	4.5%	5.0%	5.2%	5.2%	4.0%	1.4%	1.6%	1.0%				6.6%

METRORAIL CUSTOMER SATISFACTION RATING	Q1	Q2	Q3	Q4
FY2018	74%	73%	76%	79%
FY2019	75%	73%	80%	76%
FY2020	79%	83%	85%	

METROBUS CUSTOMER SATISFACTION RATING	Q1	Q2	Q3	Q4
FY2018	76%	72%	75%	80%
FY2019	71%	77%	75%	76%
FY2020	76%	79%	76%	

*FY2020 Crowding results were evaluated for the period beginning July 1 and ending the day before service was adjusted due to the pandemic – March 16.

SAFETY & SECURITY

PART I CRIMES PER MILLION PASSENGERS*^													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	4.5	4.9	5.1	4.1	3.8	3.7	3.6	2.5	3.7	4.6	3.8	4.4	4.0
FY2019	3.5	4.5	3.9	3.7	4.0	4.0	4.6	3.4	3.1	3.5	4.0	5.6	3.9
FY2020	4.8	4.2	5.9	6.9	4.3	5.5	3.7	4.5	4.5				5.0

PART I CRIMES*^ | TARGET ≤ 1,550													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	113	127	126	107	90	79	79	52	90	116	97	114	863
FY2019	89	110	90	99	89	83	95	71	77	92	104	137	803
FY2020	125	106	147	188	100	118	88	101	47				1,020

PART I CRIMES*^ | BY TYPE													
FY2020	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Property Crime	81	72	107	135	63	66	59	67	28				678
Larceny	27	15	33	51	23	30	21	33	15				248
Larcey (Other)	47	50	69	79	38	35	31	32	13				394
Burglary	2	0	0	0	0	0	0	0	0				2
Motor Vehicle Theft	5	6	4	2	2	1	4	1	0				25
Attempted MV Theft	0	1	1	3	0	0	3	1	0				9
Arson	0	0	0	0	0	0	0	0	0				0
Violent Crime	44	34	40	53	37	52	29	34	19				342
Aggravated Assault	13	11	13	11	10	9	10	8	3				88
Rape	1	0	0	0	0	0	0	1	0				2
Robbery	30	23	27	42	27	43	19	25	16				252
FY2020 Part I Crimes	125	106	147	188	100	118	88	101	47				1,020
FY2020 Homicides	0	0	0	1	0	0	1	0	0				2

*FY2020 Part I Crime results were evaluated for the period beginning July 1 and ending the day before service was adjusted due to the pandemic – March 16.

SAFETY & SECURITY

CUSTOMER INJURIES PER MILLION PASSENGERS[Δ] | TARGET ≤ 2.00

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	1.57	2.02	2.61	1.87	1.92	2.13	2.91	2.60	2.53	2.01	1.20	1.59	2.22
FY2019	2.51	1.88	2.86	2.04	1.83	1.99	1.97	2.61	1.85	1.94	1.98	2.60	2.17
FY2020	1.87	1.44	2.06	1.58	2.13	2.45	1.55	2.05	1.73				1.86

METRORAIL CUSTOMER INJURIES PER MILLION PASSENGERS[Δ] | TARGET ≤ 1.40

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	1.45	1.24	1.18	0.82	1.50	1.37	2.47	1.90	1.53	1.01	1.09	1.22	1.48
Non-Preventable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Preventable	1.45	1.24	1.18	0.82	1.50	1.37	2.47	1.90	1.53	1.01	1.09	1.22	1.48
FY2019	2.09	1.19	1.16	1.30	1.32	1.06	1.75	2.05	1.28	1.19	1.18	1.09	1.47
Non-Preventable	0.00	0.00	0.00	0.00	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01
Preventable	2.09	1.19	1.16	1.30	1.25	1.06	1.75	2.05	1.28	1.19	1.18	1.09	1.46
FY2020	1.58	1.19	1.24	0.92	1.10	1.92	1.46	1.77	1.57				1.39
Non-Preventable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
Preventable	1.58	1.19	1.24	0.92	1.10	1.92	1.46	1.77	1.57				1.39

[Δ] FY2020 Customer Injury Rate results reported for the full first three quarters (July 1 – March 31), however, March results are believed to be skewed due to the pandemic.

SAFETY & SECURITY

METROBUS CUSTOMER INJURIES PER MILLION PASSENGERS[Δ] | TARGET ≤ 2.45

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	1.37	2.94	4.36	2.84	2.26	3.04	3.17	2.52	3.49	3.32	1.30	2.15	2.89
Non-Preventable	0.63	1.86	1.42	1.66	0.97	1.87	2.12	0.96	1.69	1.50	0.70	0.54	1.46
Preventable	0.74	1.08	2.94	1.17	1.29	1.17	1.06	1.56	1.80	1.82	0.60	1.61	1.43
FY2019	2.70	2.35	5.27	2.99	2.19	3.04	1.61	2.92	2.32	2.72	3.11	4.52	2.83
Non-Preventable	1.19	1.67	3.63	1.20	1.15	2.19	1.24	0.89	1.77	1.30	0.62	2.58	1.66
Preventable	1.51	0.69	1.65	1.79	1.04	0.85	0.37	2.03	0.55	1.41	2.49	1.94	1.17
FY2020	1.88	1.45	3.13	2.40	3.26	3.02	1.62	2.33	2.01				2.34
Non-Preventable	1.36	1.04	1.40	1.15	2.05	2.39	1.16	1.72	1.20				1.49
Preventable	0.52	0.41	1.73	1.25	1.21	0.63	0.46	0.61	0.80				0.85

METROACCESS CUSTOMER INJURIES PER 100,000 PASSENGERS[Δ] | TARGET ≤ 2.85

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	2.14	1.46	2.09	3.39	1.55	1.07	2.18	5.48	3.62	1.99	0.48	0.51	2.54
Non-Preventable	1.61	0.97	2.09	1.45	1.55	0.00	0.54	4.38	1.55	1.49	0.48	0.00	1.56
Preventable	0.54	0.49	0.00	1.94	0.00	1.07	1.63	1.10	2.07	0.50	0.00	0.51	0.98
FY2019	2.54	2.36	1.06	1.39	2.10	1.66	3.38	2.84	2.45	2.94	0.96	2.57	2.18
Non-Preventable	2.54	2.36	1.06	0.46	2.10	1.66	2.82	1.70	1.96	1.47	0.48	1.54	1.84
Preventable	0.00	0.00	0.00	0.93	0.00	0.00	0.56	1.14	0.49	1.47	0.48	1.03	0.34
FY2020	2.49	1.97	1.55	1.92	3.28	1.73	0.56	1.18	0.00				1.72
Non-Preventable	1.00	0.99	1.55	1.44	3.28	1.15	0.56	0.59	0.00				1.23
Preventable	1.49	0.99	0.00	0.48	0.00	0.58	0.00	0.59	0.00				0.49

[Δ] FY2020 Customer Injury Rate results reported for the full first three quarters (July 1 – March 31), however, March results are believed to be skewed due to the pandemic.

SAFETY & SECURITY

EMPLOYEE INJURIES PER 200,000 WORK HOURS[Δ] | TARGET ≤ 5.0													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	7.2	6.1	7.7	8.1	6.5	5.5	7.6	7.0	7.2	6.6	7.5	8.0	7.0
FY2019	5.8	5.6	6.5	6.8	5.2	8.1	5.9	7.1	5.5	5.4	5.5	7.2	6.3
FY2020	6.9	7.5	6.3	8.1	3.9	5.1	6.6	4.6	3.2				5.9

RAIL SYSTEM EMPLOYEE INJURIES PER 200,000 WORK HOURS[Δ] | TARGET ≤ 3.4													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	5.7	3.9	3.7	4.9	2.6	3.6	5.4	3.1	3.9	4.3	3.9	4.0	4.1
Non-Preventable	2.0	0.8	1.3	0.8	0.2	1.5	1.8	1.1	0.4	0.8	0.2	1.3	1.1
Preventable	3.7	3.1	2.4	4.1	2.4	2.1	3.6	2.0	3.5	3.5	3.7	2.7	3.0
FY2019	4.9	3.1	4.0	2.3	2.9	4.5	3.1	4.7	3.7	2.2	3.7	2.3	3.7
Non-Preventable	1.0	0.8	1.1	0.8	0.8	1.3	0.6	0.4	1.4	0.4	0.8	0.2	0.9
Preventable	3.9	2.3	3.0	1.6	2.1	3.2	2.5	4.3	2.4	1.8	2.9	2.1	2.8
FY2020	3.7	4.3	3.1	4.2	2.3	2.9	2.7	2.9	2.2				3.2
Non-Preventable	1.7	1.0	1.0	1.1	0.6	1.0	0.8	0.6	0.9				1.0
Preventable	1.9	3.3	2.0	3.1	1.7	1.9	1.9	2.3	1.3				2.2

[Δ] FY2020 Employee Injury Rate results reported for the full first three quarters (July 1 – March 31), however, March results are believed to be skewed due to the pandemic.

SAFETY & SECURITY

BUS EMPLOYEE INJURIES PER 200,000 WORK HOURS[Δ] | TARGET ≤ 9.4

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	11.0	10.2	14.0	14.0	13.8	7.3	11.7	12.2	14.0	12.3	11.0	14.7	12.1
Non-Preventable	6.5	5.7	7.5	7.5	6.4	5.1	6.5	8.1	5.7	7.2	6.6	8.7	6.5
Preventable	4.5	4.5	6.5	6.5	7.4	3.2	5.2	4.1	8.4	5.0	4.5	6.1	5.6
FY2019	8.2	10.0	10.4	16.1	9.8	14.2	11.0	11.2	7.8	11.5	9.3	14.7	11.0
Non-Preventable	5.5	4.3	7.5	9.2	4.4	8.5	4.3	5.8	4.4	6.5	4.8	8.8	6.0
Preventable	2.7	5.7	2.9	6.9	5.4	5.7	6.7	5.4	3.4	5.0	4.5	5.9	5.0
FY2020	12.9	14.2	11.6	13.4	5.7	10.3	15.0	7.8	6.1				11.0
Non-Preventable	8.1	7.2	4.6	6.8	3.0	5.8	8.1	5.1	3.4				5.9
Preventable	4.8	6.9	6.9	6.5	2.7	4.5	6.9	2.7	2.7				5.0

[Δ] FY2020 Employee Injury Rate results reported for the full first three quarters (July 1 – March 31), however, March results are believed to be skewed due to the pandemic.

SAFETY & SECURITY

NTD BUS COLLISIONS PER MILLION MILES[Δ] | TARGET ≤ 3.7	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	3.2	4.8	3.5	4.4	2.0	3.2	3.2	3.7	4.9				3.7
Non-Preventable	2.5	3.9	2.5	3.7	1.5	2.2	2.2	3.5	3.4				2.8
Preventable	0.7	0.9	1.0	0.7	0.5	1.0	1.0	0.3	1.5				0.9
FY2019	5.4	3.9	6.2	7.0	3.3	4.0	3.2	3.8	4.6				4.6
Non-Preventable	3.2	3.0	3.6	3.6	1.5	2.5	2.0	1.4	3.1				2.7
Preventable	2.2	0.9	2.6	3.4	1.8	1.5	1.2	2.5	1.4				1.9
FY2020	3.5	4.0	4.5	4.3	3.7	3.3	2.9	3.4	2.3				3.6
Non-Preventable	2.1	1.9	2.2	2.1	1.6	2.3	2.2	2.1	0.7				1.9
Preventable	1.4	2.1	2.2	2.1	2.1	1.0	0.7	1.3	1.7				1.6

ALL BUS COLLISIONS PER MILLION MILES[Δ]	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	58.7	65.0	59.6	58.3	62.5	61.1	60.8	61.7	66.2	67.4	73.6	63.2	61.6
Non-Preventable	33.8	36.4	38.4	34.0	37.8	40.1	36.2	38.2	36.6	43.0	48.8	32.1	36.8
Preventable	24.9	28.6	21.2	24.2	24.8	20.9	24.6	23.5	29.6	24.4	24.8	31.1	24.8
FY2019	68.8	70.0	67.6	70.0	57.7	67.7	64.0	61.3	66.0	72.9	67.4	65.9	66.0
Non-Preventable	35.6	42.6	38.9	36.1	34.3	37.2	34.4	32.2	36.6	43.9	40.8	36.0	36.5
Preventable	33.2	27.3	28.6	33.9	23.4	30.5	29.5	29.2	29.4	29.0	26.6	29.9	29.5
FY2020	61.8	65.1	63.9	70.8	65.0	61.7	60.3	62.9	54.0				63.1
Non-Preventable	32.4	37.9	36.8	42.3	37.3	37.1	36.3	33.5	25.1				35.7
Preventable	29.4	27.2	27.1	28.5	27.7	24.6	24.0	29.4	28.8				27.4

[Δ] FY2020 NTD and All Bus Collision Rate results reported for the full first three quarters (July 1 – March 31), however, March results are believed to be skewed due to the pandemic.

SAFETY & SECURITY

RAIL COLLISIONS | TARGET DECREASE FROM PRIOR YEAR

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	1	1	1	0	0	1	1	1	2	1	1	2	8
FY2019	3	2	0	0	0	0	0	1	2	1	1	0	8
FY2020	1	2	0	2	0	0	1	2	0				8

DERAILMENTS | TARGET DECREASE FROM PRIOR YEAR

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	2	1	2	0	0	1	2	1	2	1	1	0	11
Trains Carrying Customers	0	0	0	0	0	0	1	0	0	0	0	0	1
Trains with No Customers	0	0	0	0	0	0	1	0	0	0	0	0	1
Roadway Maintenance Machine	2	1	2	0	0	1	0	1	2	1	1	0	9
FY2019	0	0	0	0	0	0	0	0	0	0	0	0	0
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	0	1	0	0	1	0	0	0	0	0	1	0	2
FY2020	1	2	1	0	0	0	0	1	0				5
Trains Carrying Customers	0	0	0	0	0	0	0	0	0				0
Trains with No Customers	0	0	0	0	0	0	0	0	0				0
Roadway Maintenance Machine	1	2	1	0	0	0	0	1	0				5

SAFETY & SECURITY

FIRE INCIDENTS | TARGET DECREASE FROM PRIOR YEAR

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	15	8	9	7	3	9	8	2	1	3	13	5	62
Non-Electrical	4	2	4	3	3	7	3	0	1	2	5	2	27
Cable	1	1	0	2	0	0	1	0	0	0	0	0	5
Arcing Insulator	9	5	5	2	0	0	4	2	0	1	8	3	27
Train Component	1	0	0	0	0	2	0	0	0	0	0	0	3
Station Component	0	1	2	3	4	5	6	7	8	9	10	11	12
FY2019	10	11	5	3	5	2	3	5	7	7	4	9	51
Non-Electrical	4	1	1	2	4	2	3	3	3	4	3	4	23
Cable	0	3	0	0	0	0	0	0	0	0	0	0	3
Arcing Insulator	6	6	4	1	1	0	0	2	4	3	1	5	24
Train Component	0	1	0	0	0	0	0	0	0	0	0	0	1
Station Component	0	1	2	3	4	5	6	7	8	9	10	11	12
FY2020	8	6	12	7	6	5	2	3	3				52
Non-Electrical	4	4	10	5	5	1	1	1	3				34
Cable	0	2	0	0	0	0	0	0	0				2
Arcing Insulator	4	0	1	1	1	4	1	2	0				14
Train Component	0	0	1	0	0	0	0	0	0				1
Station Component	0	0	0	1	0	0	0	0	0				1

SAFETY & SECURITY

RED SIGNAL OVERRUNS | TARGET DECREASE FROM PRIOR YEAR

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	0	0	1	0	0	1	0	0	3	0	3	2	5
FY2019	0	0	1	0	0	1	0	0	3	0	3	2	5
FY2020	2	0	1	3	2	1	0	0	3				12

BUS PEDESTRIAN STRIKES | TARGET DECREASE FROM PRIOR YEAR

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	3	0	0	0	2	2	1	0	2	3	0	1	10
FY2019	2	4	2	3	2	1	4	3	0	0	1	2	21
FY2020	2	2	2	5	0	2	1	2	0				16

SUPPORTING MEASURES

VACANCY RATE | TARGET 6%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY2018	7%	7%	7%	6%	7%	7%	6%	6%	7%	7%	7%	7%	7%
FY2019	7%	7%	6%	5%	5%	5%	5%	5%	6%	6%	6%	6%	6%
FY2020	6%	6%	6%	6%	6%	7%	7%	6%	6%				6%

RIDERSHIP + SUPPORTING MEASURS

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 fare paying passenger traveling from an origin to a destination is counted as one passenger trip. *Metro does not include bus shuttle passenger trips in its budget or published ridership forecasts.
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: recruitement activities, training schedules, availability of talent, promotions, retirements, among other factors.

SAFETY & SECURITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Crime	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)	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.
Employee Injury Rate	Employee injury rate: Number of injuries ÷ (Total work hours ÷ 200,000)	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.

SAFETY & SECURITY

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)	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.
Bus Collision Rate	Bus collision rate: Number of collisions ÷ (Number of bus miles operated ÷1,000,000)	A bus collision includes all incidents where the transit vehicle comes in contact with another vehicle, object or person, regardless of fault. Collisions impact the ability to adhere to the published route schedule, reduce bus service quality, and reliability.
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).

SAFETY & SECURITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
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.
Bus Pedestrian Strikes	Number of pedestrian or cyclist strikes	Bus pedestrian strikes counts include all incidents where the impact of a the transit vehicle with a person or cyclist causes immediate medical transport from the scene.

QUALITY SERVICE

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 effect OTP include: railcar availability, fare gate availability, elevator and escalator availability, infrastructure conditions, speed restrictions, single-tracking around scheduled track work, railcar delays (e.g., doors), or delays caused by sick passengers.
Metrobus On-Time Performance	Percentage of bus service delivered on-time Schedule-based routes = Number of time points delivered on time based on a window of 2 minutes early and 7 minutes late ÷ Total number of time points delivered Headway-based routes = Number of time points delivered within the scheduled headway + 3 minutes ÷ Total number of time points delivered	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 effect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by passengers.
MetroAccess On-Time Performance	Adherence to Schedule Number of vehicle arrivals at the pick-up location within the 30 minute on-time widow ÷ Total trips delivered	This indicator illustrates how closely MetroAccess adheres to customer pick-up windows on a system-wide basis. Factors that effect on-time performance are traffic congestion, inclement weather, scheduling, vehicle reliability, and operational behavior. MetroAccess on-time performance is essential to delivering quality service to the customer.

QUALITY SERVICE

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Rail Fleet Reliability	Mean Distance Between Delays (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) The number of total miles traveled before a mechanical breakdown requiring the bus to be removed from service or deviate from the schedule	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.
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.

QUALITY SERVICE

KPI	How is it measured?	What does this mean and why is it key to our strategy?
Rail Infrastructure (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	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.
Train On-Time Performance: Headway Adherence	Number of station stops delivered within the scheduled headway plus 2 minutes during rush (AM/PM) service ÷ Total station stops delivered Number of station stops delivered up to 150% of the scheduled headway during non-rush (midday and evening) ÷ Total station stops delivered	Train on-time performance measures the adherence to weekday headways, or the time customers wait between trains. Factors that can effect on-time performance include: infrastructure conditions, missed dispatches, railcar delays (e.g., doors), or delays caused by sick passengers. Station stops are tracked system-wide, with the exception of terminal and turn-back stations.
Trains in Service	Percentage of required trains that are in service at 8:15 AM and 5:00PM Number of Trains in service ÷ Total required trains	Trains in Service is a key driver of customer on-time performance and supports the ability to meet the Board standard for crowding. WMATA's base rail schedule requires 140 trains during rush periods. Fewer trains than required results in missed dispatches, which leads to longer wait times for customers and more crowded conditions. Key drivers of train availability include the size of the total fleet and the number of "spares", railcar reliability and average time to repair, operator availability, and balancing cars across rail yards to ensure that the right cars are in the right place at the right time.
Offloads	Number of railcar 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 railcar offloads are railcar performance, rail infrastructure performance, rail operations policies, and customer behavior.

QUALITY SERVICE

KPI	How is it measured?	What does this mean and why is it key to our strategy?
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 and Metrobus service. Crowding measures the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards: ► Metrorail: 100 passengers per car ► Metrobus: 120% of seated capacity during peak, 100% off peak [100% at all times on express routes] 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.
Customer Satisfaction	Survey respondent rating Number of survey respondents with high satisfaction ÷ Total number of survey 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 survey respondents who rated their last trip on Metrobus or Metrorail as "very satisfactory" or "satisfactory." The survey is conducted via phone with approximately 400 bus and 400 rail customers who have ridden Metro in the past 30 days. Results are summarized by quarter (e.g., January–March).