Q2 FY2019 Metro Performance Report

The following is Metro's system-wide performance for Q2/FY2019 in the areas of quality service, safety, security and financial responsibility. Performance is compared to targets that Metro aims to achieve, or where applicable, to previous fiscal year performance.

Quality Service

MyTripTime — 87% of customers on-time ⬤

About 87 percent of Metrorail customers were on time during the first two quarters of fiscal year 2019, slightly below Metro's target of 88 percent. Weekday performance is above target, with just over 88 percent of customer trips completed on-time. Weekend on-time performance is lower due to frequent track work, with 75 percent of customer trips completed on-time.

Overall, planned track work lowered on-time performance by about four percentage points over these two quarters as crews executed four major capital rebuilding efforts in July, August and November. In comparison, months without extended track work (September, October and December) set record highs for on-time performance, with over 89 percent of all trips on-time. The capital rebuilding efforts ensure the system is in a state of good repair and that service remains reliable for customers: a 45-day Red Line shutdown in July and August allowed for structural repairs and improved platform boarding at Rhode Island Avenue, during 16 days of continuous single-tracking in August on the Orange, Blue and Silver Lines the tightest curve in the system outside of McPherson Square was rebuilt, a 14-day shutdown in November resulted in structural repairs and other infrastructure improvements on the entire Yellow Line bridge, and a four-day shutdown in November enabled the replacement of switches and installation of new grout pads that support the rails on the aerial structure at Ronald Reagan Washington National Airport Station.

Police and other customer-related incidents account for about one-third of all unplanned delays, a slight increase over the first two quarters of FY2018. Railcars account for another one-third of delays, but these have decreased by almost 50 percent relative to the first two quarters of FY2018 thanks to improved maintenance practices and the retirement of the poorest-performing 5000-series railcars. The remaining third of unplanned delays are split roughly equally between infrastructure failures and operations (e.g. operator personal breaks). Infrastructure failures have decreased by 81 percent and smoke and fire incidents were down 30 percent compared to FY2018 to date – despite record rainfall – thanks to the track preventive maintenance program and intensive rebuilding efforts.

Rail Fleet Reliability — 140,871 miles between failure ●

Railcar performance continues to be the best in eight years, reaching over 140,000 miles between delays—a 130 percent improvement compared to the same period last year. For customers, this has resulted in 34 percent fewer offloads and more on-time arrivals at destinations. The 7000-series railcars now represent over 50 percent of the available fleet and are the top performers, traveling over 220,000 miles between delays. With over 600 7000-series cars in service as of January 1, 2018, Metro has retired all of its poorest performing fleet of 192 5000-series cars and expects to have all of them off property by the end of 2019. Metro continues to invest in improving the performance of its legacy fleet by ensuring that the right work is done at the right time by the right people. Metro has increased the frequency of inspections to identify problems earlier and replace components before they fail, updated and improved inspection procedures, and created dedicated inspection teams. When railcar delays or offloads do occur, Metro maintenance and engineering staff work together to identify and address root causes.

Rail Infrastructure Availability — 98% of infrastructure available ●

Rail infrastructure availability was better than target and last year, with about 98 percent of track available during passenger hours. Planned track work was the main reason track was out of service, reducing availability by 1.6 percentage points. In addition to major work on the Red, Orange, Blue and Silver Lines during Q1/FY2019, there were two shutdowns in November of Q2: a 14-day shutdown of the Yellow Line bridge so crews could pour new grout pads and replace fasteners, cables and other components, and a four-day shutdown of the Yellow and Blue Lines between Braddock Road and Pentagon City stations to replace switches and pour new grout pads. Unplanned disruptions lowered availability by only 0.6 percentage points, a sign of improving condition and a vast improvement over the first two quarters of FY2018 when 4.3 percent of track was unavailable. Thanks to the preventive maintenance program and capital rebuilding efforts addressing the parts of the system in the poorest condition, both the number of speed restrictions related to rail defects and the number of emergency single-tracking events decreased by over 75 percent. Metro continues to focus on increasing the amount of work accomplished during overnight, non-passenger service hours, limiting the impact on customers. During the first two quarters of FY2019, Metro conducted over 98,700 work-wrench hours of maintenance and capital work during non-passenger service hours, up 38 percent from the first two quarters of FY2018 thanks to improved overall infrastructure condition and better planning and coordination. This also resulted in 37 percent fewer emergency requests (work that must be accomplished within 48 hours) over the same period of time.

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

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

In partnership with Metro's external intelligent transportation system (ITS) partners, work is now underway to replace the identified defective on-board equipment as well as correct the underlying timepoint attributes. These corrective actions are expected to be completed by May 2019.

Bus Fleet Reliability — 6,322 miles between failure 🔴

Overall, buses on average traveled just over 6,300 miles between service interruption through Q2/FY2019, a 16 percent decline from the same period last fiscal year. While performance of the compressed natural gas (CNG) improved three percent compared to the same time last year, performance of the hybrid fleet – which delivers over 60 percent of service – declined 22 percent.

In support of improving performance and addressing challenges to the reliability program, an American Public Transportation Association (APTA) Peer Review of Metro's Bus Maintenance Program was conducted at Metro's request in January 2019. The scope of the Peer Review included identification of industry best practices and recommendations on improving Metro's bus procurement strategy, fleet management program, human capital, and contract management. Metro staff are working now to develop an action plan for implementing the Peer Review recommendations including analyzing the staffing required to support an electric bus program and better integrating Bus Maintenance and Bus Transportation functions.

MetroAccess On-Time Performance — 92% of vehicles on-time 🟢

MetroAccess on-time performance remained on target for FY2019 at 92 percent, the same result as last year. In November, MetroAccess began implementing a Strategic Route Closure (SRC) initiative to reduce the number of routes/revenue hours to reduce costs. To mitigate potential impact to on-time performance, MetroAccess is focusing on improving the scheduling process.

Elevator Availability — 96% available 🟡

Elevator availability was slightly below target for the first two quarters of the fiscal year. For the second consecutive quarter, there was an uptick in units out of service for water intrusion compared to the same period last year. An additional factor affecting elevator availability included attrition among seasoned mechanics. Further, temporary power feed issues from Pepco hindered elevator mechanics' ability to maximize maintenance windows at times.

A series of actions are being taken to improve performance. To reduce the impact of future rainfall, the Office of Elevator and Escalator Services (ELES) will soon embark on a Water Remediation Project, which has proven highly effective in the past. To assist in addressing mechanic attrition, contracted mechanics have been onboarded to help reduce the maintenance backlog while current full-time staff are undergoing training to ensure they can service a broader range of units.

Escalator Availability — 93% available 🟢

Escalator Availability was one percentage point lower than the same time last year, but still exceeded the 92 percent target. Metro's aggressive and expansive plan to replace a significant number of escalators across the system remains on schedule; nearly twice as many units are scheduled to be replaced this fiscal year compared to last fiscal year.

As with elevators, there was an uptick in units out of services for water intrusion compared to the same time last year. The Water Remediation project is intended to remedy this issue.

Safety & Security

Crime — 550 Part I crimes ●

The FY2019 Part I crime rate decreased 14 percent compared to the same period last year. The rate of crimes against property decreased 22 percent and the rate of crimes against persons decreased 4 percent. The combined crime rate of 3.7 crimes per million passenger trips represents the lowest rate in recent years

Red Signal Overruns — 1 incident ●

The target for red signal overruns is a general downward trend, which was achieved for FYTD2019. There was one red signal violation for FYTD2019 and a total of three for the first two quarters of FY2018. Red signal overrun incidents include violations by Train and Equipment Operators.

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

Fire Incidents — 36 incidents ●

Fires are down 29 percent FYTD compared to the same time last year, meeting the target for fires which is a downward trend. FYTD, there have been 36 total fire incidents compared to 51 in the same time period last year. During Q2/FY2019 there were 10 fires compared to 19 in Q2/FY2018, a 47 percent decrease. There were no arcing insulators in Q2/FY2019 compared to two events in Q2/FY2018. Of note, the three cable fires in FY2019 were not related to high voltage power feeder cables.

Current mitigations and preventive maintenance programs appear to be effective at reducing fire incidents. Preventive maintenance activities include, but are not limited to: stray current testing; cable meggering and replacement; track bed cleaning and drain maintenance, as well as curtain grouting on the Red Line.

Rail Collisions — 6 collisions ●

Through the first six months of FY2019, there have been six operational collisions compared to four in the same period in FY2018. However, WMATA has seen a downward trend over FY2019 with five occurring in Q1/FY2019 and only one Q2/FY2019. This group includes minor damage incidents where it was deemed preventable.

The collision in Q2/FY2019 involved a train which contacted an employee platform stop near a rail yard due to an unsecured key box on the train. While this incident involved minor damage, it did impact service due to the investigation. Of the six reported for FYTD2019, four were National Transit Database (NTD) reportable.

Derailments — 2 incidents ●

There have been two derailments in FYTD2019 compared to six for the same period in FY2018, which is a 66 percent decrease. The Q2/FY2019 derailment involved a Roadway Maintenance Machine (RMM) on the mainline.

Bus Collisions — 67.0 per million miles ●

The target rate for bus collisions is specific to Preventable Collisions, at 22.5 collisions per million miles. Four hundred thirty-three non-preventable collisions occurred in Q2/FY2019 resulting in a FY2019 non-preventable rate of 37.5 which was a two percent increase compared to the same period of FY2018. The preventable collision rate increased by 22 percent compared to the first two quarters of FY2018. Three hundred fifty-five preventable collisions occurred in Q2/FY2019 resulting in a rate of 29.4 (a 26 percent increase from Q2/FY2018), which did not meet the target. More than half of the collisions involved fixed objects, sideswipes, and hitting parked vehicles.

To mitigate collisions, Bus Services is working with local municipalities on intersection safety, including identifying potential hazards and sustainable solutions. Additionally, DriveCam is being utilized to review potentially unsafe operations and allow coaching of operators to maintain proper spacing and other safe operations. Bus Services continues to utilize Field Supervisors and SAFE personnel to perform observations on targeted lines and locations.

Bus Pedestrian Strikes — 14 incidents ●

Over the first six months of FY2019, there have been 14 pedestrian/cyclist strikes that resulted in immediate medical transport from the scene, compared to seven during the same time period in FY2018. Six incidents occurred in Q2/FY2019, five of which were rated as preventable.

In its work to reduce pedestrian strikes, Bus Services is using DriveCam to review incident videos, and is also ensuring that proper safety checks are being followed and conducting regular interaction with operators to ensure that they are being aware of their surroundings.

Rail Customer Injuries — 1.37 per million riders ●

The target rate for Metrorail customer injuries is 1.45 injuries per one million passenger trips. FYTD2019 has a rate of 1.37, which is a 10 percent increase from the 1.25 rate from the same time period in FY2018.

Slips/trips/falls on escalators and station platforms was the primary injury type. The causal factors identified were customer distraction, intoxication and medical events. The most common locations of customer injuries were Foggy Bottom (4), Glenmont (3), Gallery Place (3), Dupont Circle (3), Silver Spring (3), and L'Enfant Plaza (3).

Bus Customer Injuries — 3.07 per million riders 🔴

The target rate for Metrobus customer injuries is 2.45 injuries per one million passenger trips. Over the first six months of FY2019, the customer injury rate for Metrobus was 3.07 which is a nine percent increase from the first six months of FY2018. Nearly half of injured customers in Q2/FY2019 were a result of collisions. Slip/trip/fall was the other major injury type (36 percent), which were primarily due to unexpected vehicular motion or while boarding/alighting.

MetroAccess Customer Injuries — 1.86 per 100,000 riders 🟢

The target rate for MetroAccess customer injuries is 2.85 injuries per 100,000 passenger trips. FYTD2019's rate of 1.86 met target, representing a six percent decrease from the 1.96 rate from the same time period of FY2018. The main injury types were due to slips/trip/falls and non-preventable collisions.

Rail Employee Injuries — 3.5 per 100 employees 🟢

The target rate for rail employee injuries is 4.0 per 200,000 hours worked. FYTD2019's rate is 3.5 which is a 15 percent decrease from the first six months of FY2018. Thirty-nine rail employees were injured in Q2/FY2019 resulting in a rate of 2.6, a 31 percent decrease from Q2/FY2018's rate of 3.7. Total injuries decreased by 14 (26 percent) between Q2/FY2019 and Q2/FY2018. Lifting/Lowering, slip/trip/fall and assault/stress were the highest contributor to employee injuries in Q2/FY2019.

Bus Employee Injuries — 10.8 per 100 employees 🟡

The target rate for Bus employee injuries is 9.4 injuries per 200,000 hours worked. For FYTD2019, the Bus employee injury rate is 10.8 which is a 10 percent decrease from the 11.9 rate during the same time period as FY2018.   While the rate improved, bus employee injuries did not meet target. The highest injury types were collision related, slip/trip/fall, assault/stress, struck by /against and pushing/pulling.

Q2/FY2019 Metro Performance Report

$ Financial Responsibility

Ridership — 149.9 million passengers 🟡

Total FYTD ridership of 149.9 million is 1.3 percent below the budget forecast of 152.1 million.

	FYTD19 Actual	Variance from Forecast	FYTD19 Weekday Average	Change from Prior Year	FYTD19 Weekend Average	Change from Prior Year
Metrorail	85.9	-1.1%	595,000	-1.5%	196,000	-3.5%
Metrobus	62.8	-2.0%	366,000	-3.2%	158,000	-4.2%
MetroAccess	1.2	-2.5%	8,000	1.0%		
	149.9	**-1.5%**				

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

Legend

🟢 Met or above target | 🟡 Near target | 🔴 Target not met | ⚫ No target

QUALITY SERVICE

MY TRIP TIME - RAIL 🟡

87%
of customers
arrived on-time

● Target ≥ 88% on-time

BUS ON-TIME PERFORMANCE ⚪

N/A
of buses
arrived on-time

● Pilot KPI

METROACCESS ON-TIME PERFORMANCE 🟢

92%
of vehicles
arrived on-time

● Target ≥ 92% on-time

SAFETY & SECURITY

RED SIGNAL OVERRUNS 🟢

1
red signal
overrun
incident

● FYTD Prior Year 3

BUS COLLISIONS 🔴

67.0
collisions per
million miles

● FYTD Prior Year 60.9

PART I CRIME 🟢

550
3.9 per million
passengers

● FYTD Target ≤ 825 Part I Crimes

FINANCIAL RESPONSIBILITY

RIDERSHIP 🟡

149.9
million
passengers

● Budget Forecast 152.1 million passengers

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

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

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Red Line	85%	79%	88%	87%	87%	89%							86%
Blue Line	85%	75%	87%	87%	82%	86%							84%
Orange Line	86%	72%	91%	89%	86%	89%							85%
Green Line	91%	91%	94%	94%	93%	94%							93%
Yellow Line	89%	89%	89%	91%	78%	82%							87%
Silver Line	86%	75%	90%	91%	87%	88%							86%

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush (5AM-9:30AM)	89%	80%	93%	92%	91%	92%							90%
Mid-day (9:30AM-3PM)	88%	80%	91%	91%	90%	91%							89%
PM Rush (3PM-7PM)	88%	78%	92%	91%	89%	89%							88%
Evening (7PM-9:30PM)	86%	78%	88%	88%	87%	88%							86%
Late Night (9:30PM-12AM)	91%	92%	93%	89%	90%	92%							91%
Weekend	71%	79%	77%	76%	65%	80%							75%

KPI: RAIL INFRASTRUCTURE AVAILABILITY [TARGET 97%]

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

KPI: FTA REPORTABLE SPEED RESTRICTIONS [TARGET 2.1%]

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

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	78%	76%	78%	80%	74%	76%	76%	82%	80%	84%	83%	82%	77%
FY 2018	90%	92%	89%	92%	89%	88%	89%	91%	91%	92%	92%	93%	90%
FY 2019	90%	78%	93%	93%	91%	93%							90%

TRAIN ON-TIME PERFORMANCE BY LINE (HEADWAY ADHERENCE)

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

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
AM Rush	87%	72%	91%	89%	88%	90%							87%
Mid-day	95%	83%	97%	97%	96%	96%							94%
PM Rush	86%	71%	91%	91%	88%	90%							87%
Evening	96%	97%	98%	83%	96%	98%							96%

continued

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	55,850	73,246	65,416	86,174	66,697	76,244	79,105	85,489	80,348	118,958	101,585	104,461	69,466
FY 2018	92,927	84,111	84,278	104,128	80,687	85,310	61,004	95,119	113,361	103,228	125,658	117,519	88,121
FY 2019	124,123	119,755	145,352	141,878	161,039	162,407							140,871

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	95,568	83,807	230,624	163,611	73,894	454,796							133,661
3000 series	84,905	88,157	77,736	104,095	139,627	74,195							90,414
5000 series	22,744	37,116	76,830	37,686	N/A	N/A							46,621
6000 series	96,185	147,417	141,853	72,916	98,357	88,620							99,868
7000 series	210,439	152,268	211,855	213,541	237,397	384,686							220,785

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4,333	4,606	5,538	6,321	6,355	6,819	6,787	7,723	6,878	7,902	8,425	8,215	5,502
FY 2018	7,430	8,227	9,711	10,881	10,376	10,496	10,021	11,280	11,202	13,699	11,755	12,850	9,346
FY 2019	10,073	10,671	11,092	14,010	14,075	15,929							12,629

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
2000 series	7,466	8,730	9,609	9,439	7,697	11,370							8,550
3000 series	6,820	7,279	6,947	9,831	10,308	9,659							7,651
5000 series	2,843	2,749	2,401	4,187	N/A	N/A							2,775
6000 series	5,186	6,229	6,490	6,851	8,062	9,601							6,233
7000 series	22,463	20,480	23,686	26,852	23,328	30,225							23,216

TRAINS IN SERVICE [TARGET 98%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017			94%	96%	92%	99%	94%	98%	97%	97%	96%	97%	95%
FY 2018	99%	99%	98%	101%	99%	99%	97%	98%	98%	99%	98%	98%	99%
FY 2019	97%	98%	98%	97%	97%	98%							98%

OFFLOADS [TARGET <85 PER MONTH]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	151	100	103	89	96	112	75	67	90	62	74	78	651
FY 2018	60	64	65	41	64	53	98	61	53	51	55	54	347
FY 2019	48	44	35	40	25	38							230

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

AM Rush Max Load Points		Travel Directtion	Jul-17	Aug-17	Sep-17	Oct-17	Jul-18	Aug-18	Sep-18	Oct-18
Gallery Place	Red	Shady Grove	96	91	**110**	**104**	99	**107**	95	**101**
Dupont Circle		Glenmont	95	85	93	93	**108**	**114**	93	94
Pentagon	Blue	Largo Town Center	77	72	77	86	84	61	85	93
Rosslyn		Largo Town Center	69	60	63	68	62	67	67	67
L'Enfant Plaza		Franconia-Springfield	49	44	52	76	49	42	45	51
Court House	Orange	New Carrollton	82	74	97	**101**	96	**110**	94	90
L'Enfant Plaza		Vienna	75	74	63	76	84	56	88	85
Pentagon	Yellow	Mt. Vernon Square	**117**	**124**	**117**	**126**	**104**	87	98	**102**
Waterfront	Green	Greenbelt	98	90	100	94	89	88	96	96
Shaw-Howard		Branch Avenue	**118**	**113**	**109**	**119**	78	64	87	89
Rosslyn	Silver	Largo Town Center	96	94	98	**104**	91	94	92	87
L'Enfant Plaza		Wiehle-Reston	54	51	65	58	56	50	60	55
PM Rush Max Load Points										
Metro Center	Red	Glenmont	95	88	**101**	98	**108**	**105**	98	96
Farragut North		Shady Grove	80	87	86	87	**102**	**114**	86	90
Rosslyn	Blue	Franconia-Springfield	85	76	84	91	84	**102**	84	80
Foggy Bottom-GWU		Franconia-Springfield	89	84	78	98	76	97	83	85
Smithsonian		Largo Town Center	56	49	61	49	49	52	44	44
Foggy Bottom-GWU	Orange	Vienna	97	85	89	90	97	88	91	93
Smithsonian		New Carrollton	67	72	50	68	76	75	68	67
L'Enfant Plaza	Yellow	Huntington	**120**	**124**	**114**	**123**	95	83	98	**102**
L'Enfant Plaza	Green	Branch Avenue	**106**	**116**	96	**103**	**103**	80	91	100
Mt. Vernon Square		Greenbelt	**120**	**108**	**104**	**103**	71	56	79	82
Foggy Bottom-GWU	Silver	Wiehle-Reston	76	62	64	70	75	94	69	60
L'Enfant Plaza		Largo Town Center	58	48	50	55	56	50	57	51

continued

KPI: METROBUS ON-TIME PERFORMANCE [PILOT KPI]

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

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

KPI: METROBUS ON-TIME PERFORMANCE BY TIME PERIOD

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

KPI: METROBUS ON-TIME PERFORMANCE BY SERVICE TYPE

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

KPI: METROBUS ON-TIME PERFORMANCE BY HEADWAY ROUTE

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

KPI: METROBUS SERVICE DELIVERED [PILOT KPI]

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

KPI: METROBUS SERVICE DELIVERED BY TIME PERIOD

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

BUS FLEET RELIABILITY (BUS MEAN DISTANCE BETWEEN FAILURES) [TARGET 8,000 MILES]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	7,540	7,425	8,428	8,378	8,262	8,421	7,962	9,881	9,254	8,499	7,784	8,350	8,039
FY 2018	7,555	7,764	7,571	6,923	7,492	7,776	6,221	6,164	7,485	6,124	6,209	6,515	7,504
FY 2019	6,192	5,961	5,806	6,644	6,670	6,806							6,322

BUS FLEET RELIABILITY (BUS MEAN DISTANCE BETWEEN FAILURE BY FLEET TYPE)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
CNG *Average Age 6..8*	7,425	7,965	6,918	6,929	7,190	7,443							7,300
Hybrid *Average Age 6.7*	5,909	6,136	6,430	7,188	7,317	7,933							6,731
Clean Diesel *Average Age 10.5*	4,755	2,819	2,420	3,773	3,251	3,599							3,272
Diesel *Average Age 18.0*	3,900	1,644	7,722	4,194	1,658	1,026							1,631

BUS LOADING - Q2/FY 2019 TOP 10 ROUTES BY JURISDICTION

Jurisdiction	Line Name	Route Name	Time Period	Highest Passenger Load	Max Laod Factor
DC	16th Street Limited	S9	AM Peak	74	**1.9**
	14th Street	54	PM Peak	73	**1.8**
	Anacostia - Fort Drum	A4	PM Peak	72	**1.8**
	Georgia Avenue Limited	79	PM Peak	70	**1.8**
	16th Street	S1	AM Peak	88	**1.8**
	16th Street	S2	AM Peak	87	**1.8**
	Shipley Terrace - Fort Drum	W1	AM Peak	48	**1.8**
	Benning Road - H St Limited	X9	PM Peak	72	**1.8**
	Bladensburg Road - Anacostia	B2	PM Peak	70	**1.8**
	14th Street Limited	59	AM Peak	69	**1.8**
MD	Riggs Road	R2	PM Peak	54	**1.6**
	New Carrollton - Silver Spring	F4	PM Peak	62	**1.6**
	Greenbelt - Twinbrook	C4	Midday	61	**1.6**
	Bethesda - Silver Spring	J2	Midday	60	**1.5**
	Rhode Island Ave - New Carrollton	T14	AM Peak	60	**1.5**
	Fairland	Z8	Midday	59	**1.5**
	Greenbelt - Twinbrook	C2	Midday	60	**1.5**
	Calverton - Westfarm	Z6	Midday	59	**1.5**
	Bethesda - Silver Spring	J2	PM Peak	59	**1.5**
	Eastover - Addison Road	P12	PM Peak	59	**1.5**
VA	Columbia Pike - Farragut Square	16Y	PM Peak	64	**1.6**
	Columbia Pike - Farragut Square	16Y	AM Peak	64	**1.6**
	Mount Vernon Express	11Y	PM Peak	57	**1.5**
	Lincolnia - North Fairlington	7Y	AM Peak	61	**1.5**
	Mount Vernon Express	11Y	AM Peak	61	**1.5**
	Lincolnia - North Fairlington	7Y	PM Peak	61	**1.5**
	Burke Center	18P	PM Peak	60	**1.5**
	Barcroft - South Fairlington	22F	AM Peak	60	**1.5**
	Columbia Pike - Farragut Square	16Y	Midday	60	**1.5**
	Columbia Pike	16C	AM Peak	58	**1.4**

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

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

Passenger Loads:

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

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

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

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

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

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

ESCALATOR SYSTEM AVAILABILITY [TARGET 92%]

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

ELEVATOR SYSTEM AVAILABILITY [TARGET 97%]

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

KPI: METROBUS CUSTOMER SATISFACTION RATING

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

KPI: METRORAIL CUSTOMER SATISFACTION RATING

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

RED SIGNAL OVERRUNS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4	2	1	1	1	1	2	1	1	1	0	0	10
FY 2018	0	0	1	0	1	1	1	1	2	1	1	1	3
FY 2019	0	0	0	0	0	1							1

FIRE INCIDENTS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5	15	9	8	3	8	7	5	7	15	6	10	48
Non-Electrical	3	9	6	3	1	4	3	2	1	4	2	3	26
Cable	0	0	1	0	0	0	0	0	1	0	0	0	1
Arcing Event	2	6	2	5	2	2	4	3	5	11	4	7	19
Train Component	0	0	0	0	0	2	0	0	0	0	0	0	2
FY 2018	15	8	9	7	3	9	7	2	1	3	13	5	51
Non-Electrical	4	2	4	3	3	7	2	0	1	2	5	2	23
Cable	1	1	0	2	0	0	1	0	0	0	0	0	4
Arcing Event	9	5	5	2	0	0	4	2	0	1	8	3	21
Train Component	1	0	0	0	0	2	0	0	0	0	0	0	3
FY 2019	10	11	5	3	5	2							36
Non-Electrical	4	1	1	2	4	2							14
Cable	0	3	0	0	0	0							3
Arcing Event	6	6	4	1	1	0							18
Train Component	0	1	0	0	0	0							1

RAIL COLLISIONS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1	1	1	2	3	0	2	0	3	1	1	2	8
FY 2018	1	1	1	0	0	1	1	1	2	1	1	2	4
FY 2019	2	3	0	0	1	0							6

DERAILMENTS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4	0	3	2	2	0	1	1	0	1	2	0	11
Trains Carrying Customers	1	0	0	0	0	0	0	0	0	0	0	0	1
Trains with No Customers	2	0	1	0	0	0	0	0	0	1	0	0	3
Roadway Maintenance Machines	1	0	2	2	2	0	1	1	0	0	2	0	7
FY 2018	2	1	2	0	0	1	2	1	2	1	1	0	6
Trains Carrying Customers	0	0	0	0	0	0	1	0	0	0	0	0	0
Trains with No Customers	0	0	0	0	0	0	1	0	0	0	0	0	0
Roadway Maintenance Machines	2	1	2	0	0	1	0	1	2	1	1	0	6
FY 2019	0	1	0	0	1	0							2
Trains Carrying Customers	0	0	0	0	0	0							0
Trains with No Customers	0	0	0	0	0	0							0
Roadway Maintenance Machines	0	1	0	0	1	0							2

BUS COLLISION RATE [PER MILLION VEHICLE MILES] [PREVENTABLE COLLISIONS TARGET 22.5]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	52.9	59.7	60.2	68.4	56.5	61.4	53.2	53.7	59.6	57.9	58.3	55.9	59.8
Non-Preventable	30.4	35.6	35.6	44.7	34.2	39.3	31.2	31.8	37.1	39.0	36.4	37.5	36.6
Preventable	22.5	24.1	24.5	23.8	22.4	22.0	22.1	21.9	22.5	18.9	21.9	18.4	23.2
FY 2018	58.7	65.0	59.6	58.3	62.5	61.1	61.0	61.2	66.2	66.9	71.7	62.7	60.9
Non-Preventable	33.8	36.4	38.4	34.0	37.3	40.1	36.0	38.2	36.1	42.3	49.3	32.1	36.7
Preventable	24.9	28.6	21.2	24.2	24.8	20.9	25.0	23.0	30.0	24.7	22.4	30.6	24.2
FY 2019	68.8	70.0	67.6	70.0	57.7	67.5							67.0
Non-Preventable	35.6	42.6	38.9	36.1	34.3	37.0							37.5
Preventable	33.2	27.3	28.6	33.9	23.4	30.5							29.5

continued

BUS PEDESTRIAN STRIKES [PEDESTRIAN / CYCLIST STRIKES]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1	1	3	3	0	1	1	1	3	2	0	1	9
FY 2018	3	0	0	0	2	2	1	0	2	3	0	1	7
FY 2019	2	4	2	3	2	1							14

CUSTOMER INJURY RATE (PER MILLION PASSENGERS)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1.78	1.79	2.01	1.73	1.73	2.58	2.14	2.59	2.05	1.52	2.19	1.67	1.92
FY 2018	1.57	2.02	2.61	1.87	1.92	2.13	2.91	2.60	2.53	2.01	1.20	1.59	2.02
FY 2019	2.50	1.86	2.86	2.04	1.83	1.94							2.18

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

RAIL CUSTOMER INJURY RATE (PER MILLION PASSENGERS) [TARGET ≤ 1.45]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	0.79	1.13	1.62	1.07	1.36	2.33	1.91	2.05	1.40	1.10	1.61	1.34	1.36
Non-Preventable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Preventable	0.79	1.13	1.62	1.07	1.36	2.33	1.91	2.05	1.40	1.10	1.61	1.34	1.36
FY 2018	1.45	1.24	1.18	0.82	1.50	1.37	2.47	1.90	1.53	1.01	1.09	1.22	1.25
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	1.25
FY 2019	2.09	1.19	1.16	1.30	1.32	1.06							1.37
Non-Preventable	0.00	0.00	0.00	0.00	0.07	0.00							0.01
Preventable	2.09	1.19	1.16	1.30	1.32	1.06							1.36

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	2.28	2.35	2.22	2.22	1.66	2.45	2.11	3.07	2.62	2.10	2.52	1.84	2.19
Non-Preventable	0.85	1.27	1.85	0.74	0..78	0.53	0.32	0.95	1.65	0.50	0.84	0.97	1.02
Preventable	1.42	1.09	0.37	1.48	0.88	1.92	1.80	2.12	0.97	1.60	1.68	0.87	1.18
FY 2018	1.37	2.94	4.36	2.84	2.26	3.04	3.17	2.52	3.49	3.32	1.30	2.15	2.81
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	1.41
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	1.41
FY 2019	2.71	2.35	5.26	2.99	2.20	2.94							3.07
Non-Preventable	0.54	0.78	2.85	0.50	0.00	1.35							0.99
Preventable	2.17	1.57	2.41	2.49	2.20	1.59							2.08

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5.26	1.90	2.00	2.49	3.09	2.60	2.15	1.61	2.49	0.52	2.88	1.95	2.86
Non-Preventable	2.11	0.95	1.00	1.49	1.03	1.04	1.08	0.54	0.50	0.52	1.44	0.98	1.26
Preventable	3.16	0.95	1.00	0.99	2.06	1.56	1.08	1.07	1.99	0.00	1.44	0.98	1.60
FY 2018	2.14	1.46	2.09	3.39	1.55	1.07	2.18	5.48	3.62	1.99	0.48	0.51	1.96
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	1.28
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	0.68
FY 2019	2.54	2.36	1.06	1.39	2.10	1.66							1.86
Non-Preventable	2.54	2.36	1.06	0.46	2.10	1.66							1.69
Preventable	0.00	0.00	0.00	0.93	0.00	0.00							0.17

EMPLOYEE INJURY RATE (PER 200,000 HOURS WORKED)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5.9	5.3	6.0	5.7	4.1	6.5	4.6	4.1	7.9	7.1	6.4	6.6	5.6
FY 2018	7.2	6.1	7.7	8.1	6.5	5.5	7.6	7.0	7.2	6.6	7.5	8.0	6.9
FY 2019	6.5	5.8	6.5	6.7	4.4	5.9							6.0

RAIL EMPLOYEE INJURY RATE (PER 200,000 HOURS WORKED) [TARGET ≤ 4.0]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5.5	4.8	3.8	3.8	2.9	3.9	3.6	2.8	5.7	3.1	3.7	3.4	4.1
Non-Preventable	0.6	1.3	0.4	0.8	0.6	0.4	0.2	0.2	0.5	0.0	1.2	1.2	0.7
Preventable	4.9	3.5	3.4	3.1	2.3	3.5	3.4	2.6	5.1	3.1	2.5	2.2	3.5
FY 2018	5.7	3.9	3.7	4.9	2.6	3.6	5.4	3.1	3.9	4.3	3.9	4.2	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	2.9	3.0
FY 2019	5.7	3.1	4.0	2.3	2.5	3.2							3.5
Non-Preventable	1.2	0.8	1.1	0.8	0.6	0.9							0.9
Preventable	4.5	2.3	3.0	1.6	1.9	2.4							2.6

BUS EMPLOYEE INJURY RATE (PER 200,000 HOURS WORKED) [TARGET ≤ 9.4]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	7.0	8.3	9.0	11.5	7.0	7.3	6.9	6.7	12.2	14.4	10.9	12.7	8.9
Non-Preventable	4.3	4.9	5.7	6.1	5.2	4.6	4.4	4.0	6.4	9.3	5.6	6.7	5.1
Preventable	2.7	3.5	3.3	5.5	1.8	6.1	2.5	2.7	5.8	5.1	5.3	6.0	3.8
FY 2018	11.0	10.2	14.0	14.0	13.8	7.3	11.7	12.2	14.0	12.3	11.0	14.7	11.9
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	6.4
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	5.4
FY 2019	8.9	10.6	10.4	15.8	8.5	10.1							10.8
Non-Preventable	5.5	4.6	7.5	9.2	3.8	6.0							6.1
Preventable	3.4	6.0	2.9	6.6	4.7	4.1							4.7

KPI: PART I CRIME RATE [PER MILLION PASSENGERS]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	6.3	6.2	5.4	4.9	4.5	4.9	4.5	3.8	3.5	4.2	4.6	4.5	5.4
FY 2018	4.6	4.8	5.2	4.1	3.9	3.8	3.5	2.5	3.6	4.5	3.8	4.2	4.4
FY 2019	3.6	4.1	3.8	3.7	4.0	4.1							3.9

KPI: PART I CRIMES [TARGET ≤ 1,650 PART I CRIMES]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	160	163	140	126	107	111	110	87	92	107	120	119	807
FY 2018	113	122	127	108	90	79	77	52	86	114	97	108	639
FY 2019	90	101	87	99	89	84							550

PART I CRIMES BY TYPE

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Property Crime	63	70	56	68	50	51							358
Larceny (Snatch/Pickpocket)	15	17	12	10	19	21							94
Larceny (Other)	48	45	41	52	24	29							239
Burglary	0	0	1	1	0	0							2
Motor Vehicle Theft	0	7	1	3	2	1							14
Attempted M V Theft	0	1	1	1	3	0							6
Arson	0	0	0	1	2	0							3
Violent Crime	27	31	31	31	39	33							192
Aggravated Assault	7	9	10	7	13	9							55
Rape	0	0	1	0	1	0							2
Robbery	20	22	20	24	25	24							135
FY 2019 Part1 Crimes	90	101	87	99	89	84							550
FY 2019 Homicides	0	1	1	0	0	0							1

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

KPI: RIDERSHIP BY MODE [BUDGET FORECAST 301.7 MILLION]

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
Rail	Forecast	15,903,800	14,932,500	14,767,800	15,279,400	13,059,500	12,946,700							86,889,700
	Actual	15,773,079	14,280,028	13,787,738	16,212,860	13,593,699	12,268,426							85,915,830
Bus	Forecast	10,973,100	10,910,300	10,910,300	11,161,900	10,255,900	9,828,000							64,039,500
	Actual: Farebox	9,110,450	9,849,707	9,101,318	10,030,755	8,673,043	8,156,725							54,921,998
	Actual: APC	10,266,537	11,171,278	10,416,586	11,372,421	10,165,435	9,378,533							62,770,790
Access	Forecast	202,500	206,100	203,200	213,200	1993,600	197,000							1,215,600
	Actual	196,666	212,050	188,964	215,654	190,276	181,256							1,184,866
Total	Forecast	27,079,400	26,048,900	25,881,300	26,654,500	23,509,000	22,971,700							152,144,800
	Actual: Farebox	25,080,195	24,341,785	23,078,020	26,459,269	22,457,018	20,606,407							142,022,694
	Actual: APC	26,236,282	25,663,356	24,393,288	27,800,935	23,949,410	21,828,215							149,871,486

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

VACANCY RATE [TARGET 6%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	6%	7%	5%
FY 2018	7%	7%	7%	6%	7%	7%	6%	6%	7%	7%	7%	7%	7%
FY 2019	6%	7%	6%	5%	5%	5%							5%

OPERATIONS CRITICAL VACANCY RATE [TARGET 9%]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	10%	10%	10%	8%	8%	8%	7%	7%	7%	8%	8%	11%	8%
FY 2018	13%	12%	13%	12%	12%	12%	11%	11%	11%	10%	10%	11%	12%
FY 2019	10%	9%	9	9%	8%	8%							8%

WATER USAGE (GALLONS PER VEHICLE MILE) [TARGET 0.82]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	1.37	1.29	1.56	1.05	0.61	0.50	0.69	0.52	0.64	0.66	0.67	1.13	1.06
FY 2018	1.25	1.39	1.41	1.29	0.65	0.67	0.55	0.62	0.56	0.68	0.83	1.22	1.11
FY 2019	1.27	1.15	1.32	0.86	0.44	1.38							1.07

ENERGY USAGE (BTU/VEHICLE MILE) [TARGET 38,290]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	42,404	39,734	44,477	37,665	38,352	40,112	45,493	42,813	39,927	40,877	36,782	41,244	40,437
FY 2018	41,548	38,877	40,337	36,266	38,773	40,066	44,078	42,060	36,393	37,798	37,508	40,594	39,083
FY 2019	39,641	42,492	40,949	37,031	42,821	39,068							40,260

GREENHOUSE GAS EMISSIONS PER VEHICLE MILE [TARGET 4.00]

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FYTD
FY 2017	4.11	3.80	4.34	3.63	3.66	3.81	4.54	4.34	3.95	4.22	3.77	4.29	4.15
FY 2018	4.34	4.03	4.22	3.78	4.08	4.02	4.65	4.19	3.68	3.98	3.87	4.31	4.08
FY 2019	4.16	4.40	4.36	3.81	4.43	4.04							4.20

Definitions

KPI	How is it measured?	What does this mean and why is it key to our strategy?
QUALITY SERVICE		
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.
Rail Infrastructure Availability	Percentage of track available for customer travel during operating hours	Rail Infrastructure Availability is a key driver of customer on-time performance. Planned and unplanned maintenance of track, signaling, and traction power can result in single-tracking and/or speed restrictions that slow customer travel throughout the system. This measure includes both the duration and distance of restrictions. Single-tracking events reduce availability to zero for the portion of track impacted. Slow speed restrictions reduce availability of affected track segments by 85%, while medium restrictions reduce availability by 40%.
FTA Reportable Speed Restrictions (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	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.

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.
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.
Railcar Offloads	Number of railcar offloads that were a result of a railcar malfunction	Railcar Offloads are a key driver of customer on-time performance and communicates the impact of Metro's railcar maintenance and engineering program on custom. Factors that infuence railcar offloads are the age and design of the railcars, the amount the railcars are used, the frequency and quality of preventive maintenance, and the interaction between railcars and the track.
Rail Loading	**Number of rail passengers per car** Total passengers observed on-board trains passing through a station during a rush hour ÷ Actual number of cars passing through the same station during the rush hour Trained Metro observers are strategically placed around the system during its busiest times to monitor and report on crowding. Counts are taken at select stations where passenger loads are the highest and in the predominant flow direction of travel on one to two dates each month (from 6 AM to 10 AM and from 3 PM to 7 PM). In order to represent an average day, counts are normalized with rush ridership.	The Board of Directors has established Board standards of rail passengers per car to measure railcar crowding. Car crowding informs decision making regarding asset investments and scheduling. Additional Board standards have been set for: ▲ Hours of service—the Metrorail system is open to service customers ▲ Headway—scheduled time interval between trains during normal weekday service

KPI	How is it measured?	What does this mean and why is it key to our strategy?
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.
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.
Bus Service Delivered	Percentage of scheduled bus service delivered Number of delivered time points ÷ Total number of scheduled time points (by route)	Bus service delivered is a key driver of bus on-time performance and supports the ability to meet the published route schedule and headways. When a trip is missed due to bus reliability, operator availability, or a collision and service is not delivered to customers, this leads to longer wait times for customers and more crowded conditions.
Bus Loading	Ratio of bus seats filled Top load recorded on a route during a time period ÷ actual bus seat capacity	Bus loading is a factor of bus customer satisfaction. This measure can inform decision making regarding bus service plans.
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.
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 × 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.

KPI	How is it measured?	What does this mean and why is it key to our strategy?
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).

SAFETY AND SECURITY		
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. It includes injury to any customer caused by some aspect of Metro's operation that requires immediate medical attention away from the scene of the injury. 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 when the injury is (a) work related; and, (b) one or more of the following happens to the employee: 1) receives medical treatment above first aid, 2) loses consciousness, 3) takes off days away from work, 4) is restricted in their ability to do their job, 5) is transferred to another job, 6) death. OSHA recordable injuries are a key indicator of how safe employees are in the workplace.
Crime	Reported Part I Crimes	Part I crimes reported to Metro Transit Police Department for Metrobus (on buses), Metrorail (on trains and in rail stations), or at Metro-owned parking lots in relation to Metro's monthly passenger trips. This measure provides an indicator of the perception of safety and security customers experience when traveling the Metro system. Increases or decreases in crime statistics can have a direct effect on whether customers feel safe in the system.

FINANCIAL RESPONSIBILITY

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. ▲ MetroAccess reports passenger trips. A fare paying passenger traveling from an origin to a destination is counted as one passenger trip. *For performance measures and target setting, Metro uses total ridership numbers including passengers on bus shuttles to more fully reflect total passengers served. Metro does not include bus shuttle passenger trips in its budget or published ridership forecasts.
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, in particular operations-critical positions. Factors influencing vacancy rate can include: recruitment activities, training schedules, availability of talent, promotions, retirements, among other factors.
Water Usage	Rate of gallons of water consumed per vehicle mile Total gallons of water consumed ÷ Total vehicle miles	This measure reflects the level of water consumption Metro uses to run its operations. Water consumption is a key area of Metro's Sustainability Initiative, which brings focus to Metro's efforts to provide stewardship of the environmental systems that support the region.
Energy Usage	Rate of British Thermal Units (BTUs) consumed per vehicle mile MBTU(Gasoline + Natural Gas + Compressed Natural Gas + Traction Electricity + Facility Electricity) × 1000 ÷ Total vehicles miles	This measure reflects the level of various types of energy Metro uses to power its operations. Energy consumption is a key area of Metro's Sustainability Initiative, which brings focus to Metro's efforts to provide stewardship of the environmental systems that support the region.
Greenhouse Gas Emissions	Rate of metric tons of CO_2 emitted per vehicle mile (CO_2 metric tons generated from gas, CNG and diesel used by Metro revenue and non-revenue vehicles + CO_2 metric tons generated from electricity and natural gas used by facilities and rail services) ÷ Total vehicle miles	Greenhouse Gas emissions reflect how Metro sources its energy used to power its operations, as well as the amount of energy it uses. Reducing Greenhouse Gas emissions is a key area of Metro's Sustainability Initiative, which brings focus to Metro's efforts to provide stewardship of the environmental systems that support the region.