



**Safety and Operations Committee**

**Board Information Item III-A**

**May 12, 2022**

**Metro Performance Report  
FY22/Q3**

Washington Metropolitan Area Transit Authority  
**Board Action/Information Summary**

Action  Information

MEAD Number:  
202360

Resolution:  
 Yes  No

**TITLE:**

FY2022/Q1-Q3 Metro Performance Report

**PRESENTATION SUMMARY:**

Highlights from the First through Third Quarter (Q1-Q3) Fiscal Year (FY) 2022 Metro Performance Report.

**PURPOSE:**

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

**DESCRIPTION:**

*There are no Interested Parties in this matter.*

**Key Highlights:**

- Metro set FY2022 targets for metrics related to safety and service reliability in alignment with guidance from the Federal Transit Administration. The targets for Metrorail safety events, customer injuries, crime, escalator availability, bus and rail on-time performance, and bus and rail fleet reliability aim for continuous improvement over prior years' performance. Targets for elevator availability, employee injuries, and serious bus collisions aim to maintain historical performance levels.
- During the first nine months of FY2022, Metro met targets for 13 of 18 key performance metrics.

**Background and History:**

Metro has publicly reported performance for key operational measures since 2010. The Q3 FY2022 Metro Performance Report highlights Metro's performance on a suite of key performance indicators (KPIs) that evaluate how well the agency is delivering its mission to provide safe, equitable, reliable and cost-effective public transit and meeting the standards the Board has set for safety and service. These KPIs follow industry standard and align to the safety performance measures established in the Federal Transit Administration's National Public Transportation Safety Plan. The report compares performance

for the period of July 2021 – March 2022 to the targets that Metro set for the fiscal year.

Within Metro, this data is used on an ongoing basis to inform decision-making. The Department of Safety (SAFE) utilizes multiple datasets to monitor safety activities that impact employees and the riding public. Within Operations, these measures are actively tracked by staff through a series of “Stat” performance review meetings that encourage data-driven analysis and decision-making. Departments develop fiscal year business plans with these and other measures and key actions that demonstrate departmental contribution to Metro’s mission. These activities all contribute toward Metro’s performance-based planning and programming approach.

**Discussion:**

Metro set FY2022 targets for KPIs related to safety and service reliability in alignment with guidance from the Federal Transit Administration. This guidance recommends setting realistic targets that take into account relevant goals, objectives, staffing and funding constraints. Based on the guidance, a multi-step approach to target-setting was followed:

1. Establish a baseline by analyzing trends over the last two to five years, performance during the pandemic, and peer performance (for measures where benchmarking is possible).
2. Identify and estimate influencing factors, including ridership, service levels, revenue miles, employee availability and work schedules, and capital investment plans.
3. Determine approach: continuous improvement, maintain baseline performance levels, or no target due to high levels of uncertainty surrounding key drivers, like ridership and service levels.
4. Set numerical target and establish a performance spectrum.

The targets for Metrorail safety events, customer injuries, crime, escalator availability, bus and rail on-time performance, fleet reliability, and customer satisfaction aim for continuous improvement over prior years’ performance. Targets for elevator availability, MetroAccess on-time performance, employee injuries, and serious bus collisions aim to maintain historical performance levels.

Ridership is tracked relative to FY2022 budget projections. Overall, ridership is 39 percent above budget projections, with almost 100 million passenger trips in the nine months of FY2022. While 78 percent higher than the same period in FY2021, ridership is still below pre-pandemic levels due to continued regional telework: Metrobus ridership is 64 percent of the first nine months of FY2020,

while Metrorail ridership is 31 percent of this same period. Metrobus continues to carry more riders than Metrorail. During the third quarter of FY2022, ridership initially fell on all three modes in January and February as more of the region stayed home during the Omicron variant Covid wave. Ridership rebounded in March, with Metrorail recording its highest ridership since the pandemic began, driven by more offices re-opening and tourism related to Cherry Blossoms. By the end of March, Metrorail approached 230,000 average weekday riders with peaks on Tuesdays and Wednesdays.

During the first nine months of FY2022, performance was equal to or better than target for 13 of the 18 KPIs it uses to measure safety, security and quality service.

- Safety and security measures related to crime, customer injuries, Metrorail collisions, red signal overruns, Metrorail fire events, and Metrorail derailments were better than or equal to target
- Performance was worse than target for safety and security measures related to employee injuries and serious Metrobus collisions. However, the Metrobus collision rate has steadily improved through FY2022
- Quality service measures related to Metrobus on-time performance, MetroAccess on-time performance, Metrorail fleet reliability, Metrobus fleet reliability, MetroAccess fleet reliability, elevator availability, and escalator availability were better or equal to target
- Results for quality service measures related to Metrorail customer on-time performance, available track, and customer satisfaction were worse than target

Following the removal of the 7000-series railcars from service in October, Metrorail reduced service frequencies as it relied on the smaller, oldest fleet. This led to worse-than-target results for Metrorail on-time performance, Metrorail customer satisfaction, and available track. Although below the target of 92 percent, on-time performance significantly improved in February and March as service increased to every 10 minutes on the Red Line and every 20 minutes on all other lines as more 6000-series railcars were returned to service. Available track was worse than target as more speed restrictions were instituted between November and January to mitigate railcar failures due to falling leaves. The oldest railcars are most susceptible to wheel failures resulting from slippery rails. Available track was also affected by the six-week extension of the Canopy Replacement Project that closed Shady Grove and Rockville stations, in part due to a temporary halt in the project in November to bring additional trains into service from the Shady Grove Rail Yard.

The pandemic continues to impact performance. In line with national and regional trends, crimes against persons remain elevated and are a top concern for customers and employees. Employee injuries related to assaults or threats



account for one-third of all injuries. Bus customer satisfaction was below target in the third quarter, likely due to service reductions in January as a result of unprecedented Covid-related absences.

**FUNDING IMPACT:**

There is no impact on funding for presentation of these metrics.	
Project Manager:	Joseph Leader
Project Department/Office:	Chief Operating Officer

**TIMELINE:**

<b>Previous Actions</b>	February/2022 – Presentation of Q1-Q2 FY2022 Metro Performance Report
<b>Anticipated actions after presentation</b>	September/2022 – Presentation of Q1-Q4 FY2022 Metro Performance Report



# Metro Performance Report

## Report Summary

July 2021 - March 2022

Safety and Operations Committee

May 12, 2022



## **FY22's performance to date** (July 2021 – March 2022)

**Targets met or exceeded for 13 out of 18 performance measures**

### **Missed targets discussed in this presentation**

- Employee Injury Rate
- NTD Bus Collisions
- Metrorail Customer On-Time Performance
- Available Track
- Customer Satisfaction

## **In this report**

Performance on key measures and key efforts to improve/sustain performance

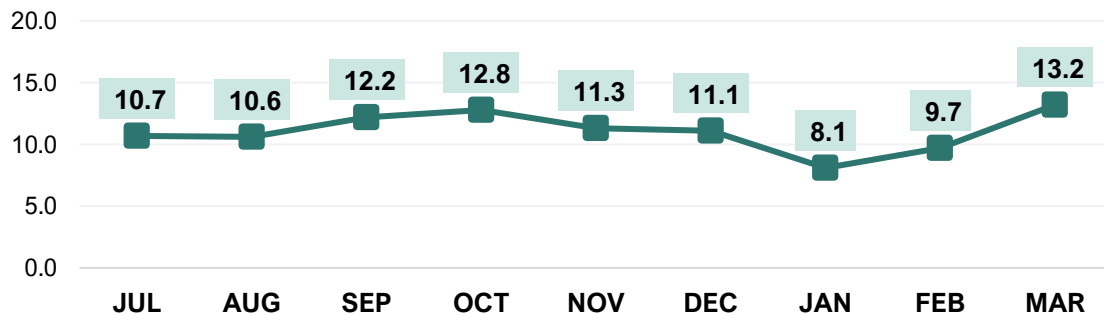
- **Ridership and Crowding** | Page 3 – 4
- **Safety** | Page 5 – 9
- **Service Reliability** | Page 10 - 14

# Ridership

**39% above forecast of 72 million**  
**78% higher than Q1-Q3 of FY21**

- Better than forecast and FY21 ridership, but 45 percent of pre-COVID
- 17 million more Metrobus riders than Metrorail, sustained increases on the Frequent Service Network
- March highest Metrorail ridership since Covid, with more offices opening and Cherry Blossom tourism; Approaching 230,000 average weekday riders with peaks on Tuesdays and Wednesdays

Ridership monthly trend | FY22 Q1 – Q3



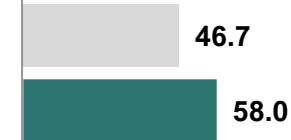
**Pre-pandemic comparison**  
 FY20 Q1-Q3 total



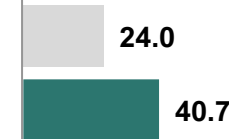
**FY22 Q1-Q3 total**  
 ridership in millions of customers



**Metrobus**



**Metrorail**



**MetroAccess**



# Service Plans

## Metrorail



- Service levels improved in February to 10 minutes on Red Line, 20 minutes on all other lines
- Beginning March, trips strategically added to alleviate crowding during busiest times
- FY23 approved budget doubles service, five minutes on Red Line and 10 minutes on all other lines during weekday peak

## Metrobus

- Service temporarily reduced in January due to Covid-related employee absences, restored in February
- FY23 approved budget makes improvements permanent
  - 20 bus lines with 12 minutes or better service, 7am to 9pm seven days a week
  - 16 bus lines with 20 minutes or better service, 7am to 9pm seven days a week
  - Restores or improves additional 46 routes

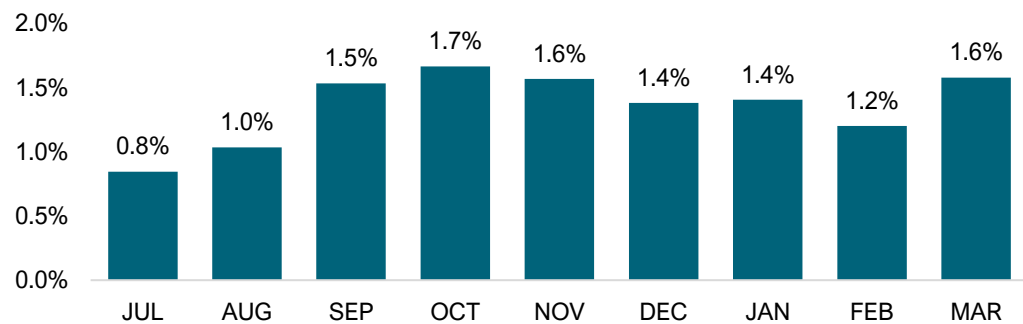


# Crowding

- Low crowding levels across the entire system
- Acute crowding beginning during peak hours. Hot spots are 4:30 - 5:30pm at Rosslyn, Metro Center (Red Line) and L'Enfant Plaza (Green/Yellow Lines)
- Strategically adding trips on Metrorail, reducing crowding by 25-40 percent during busiest times
- Service levels budgeted in FY23 designed to meet regional needs, return to office

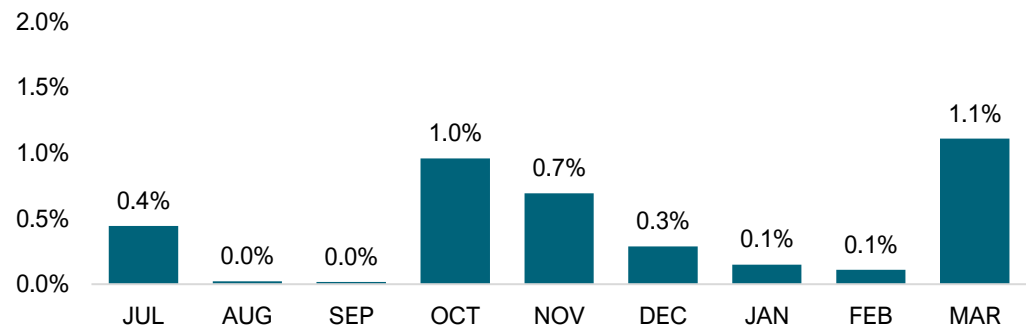
## Metrobus Crowding

**FY22 TREND** | percent of bus stops encountered with > 30 passengers on the bus



## Metrorail Crowding

**FY22 TREND** | percent of passenger time spent in crowded conditions (> 75 passengers per car)



# Part I Crime

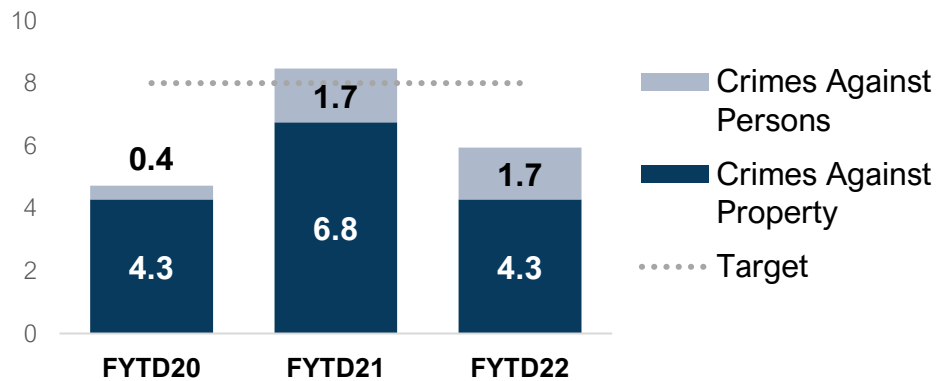
## 5.9 Part I Crimes per 1 million trips vs target of ≤ 8.0

- Crimes against property have fallen to pre-pandemic levels, main reason for lower rate
- Crimes against persons fell in Q3 but are still higher than pre-pandemic
- In line with regional and national trends, results remain a concern for employees and customers
- Several actions to improve, including**
  - Increasing patrols for a higher-visibility presence to deter crime
  - Introducing QR codes on signage across the system for riders to more easily call the MTPD tip line
  - Launching an anti-harassment public awareness campaign
  - Establishing a new Community Services Bureau to work with schools, neighborhood groups and mental health advocates
  - Developing partnerships with community resources to help those who are homeless or in mental health crisis

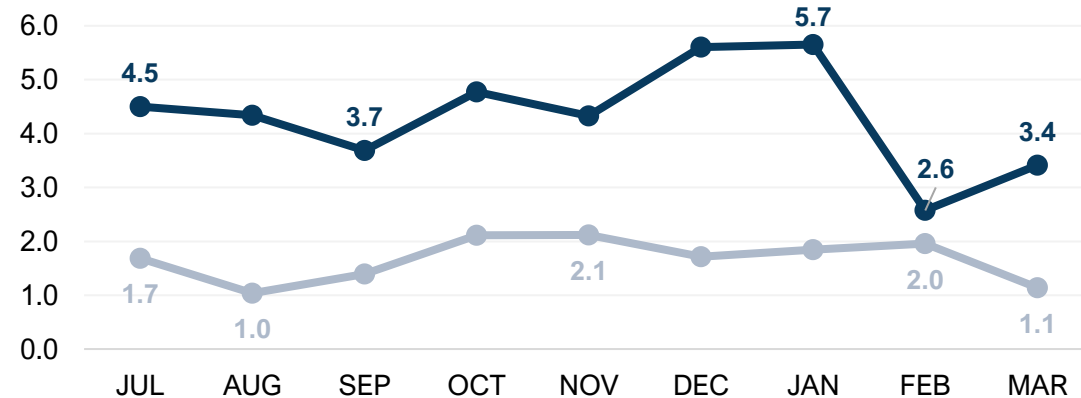


### Part I Crime Rate

THREE-YEAR PERFORMANCE TREND as compared to target of ≤ 8.0



FY22 BY MONTH



- Target met
- Target at risk
- Target missed



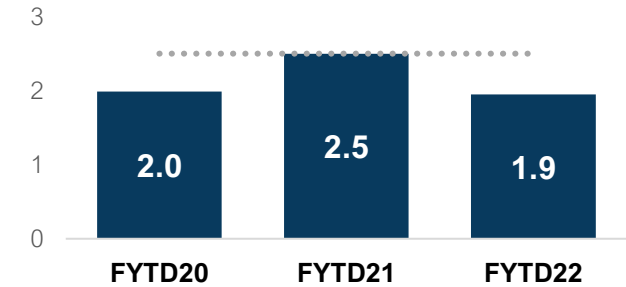


# Customer Injury Rate

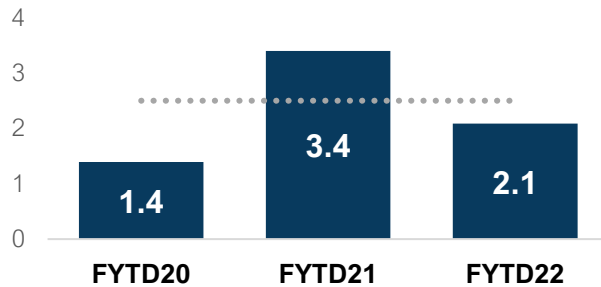
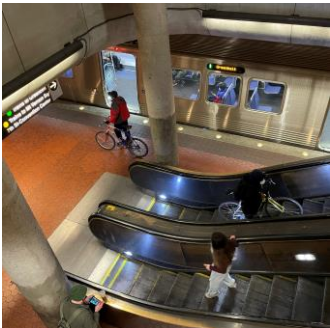
**2.2 injuries per million trips vs  $\leq$  target of 2.5**

- 80 percent of Metrorail customer injuries are slips, trips and falls, most frequently on escalators
- Over half of Metrobus customer injuries due to collisions, most non-preventable
- Executing station modernization improvements, procuring collision avoidance technology/updating DriveCam units, and conducting more in-depth analysis

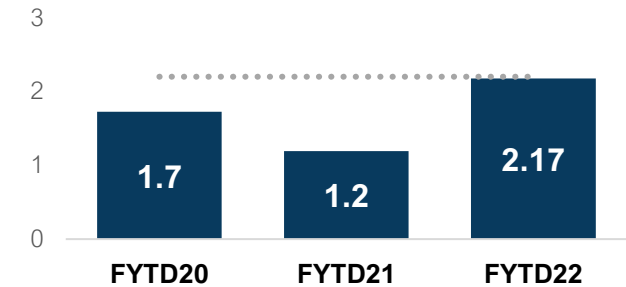
**Metrobus | 1.9 customer injuries per million trips**  
as compared to target of  $\leq 2.5$



**Metrorail | 2.1 customer injuries per million trips**  
as compared to target of  $\leq 2.5$



**MetroAccess | 2.2 injuries per 100,000 trips**  
as compared to target of  $\leq 2.2$





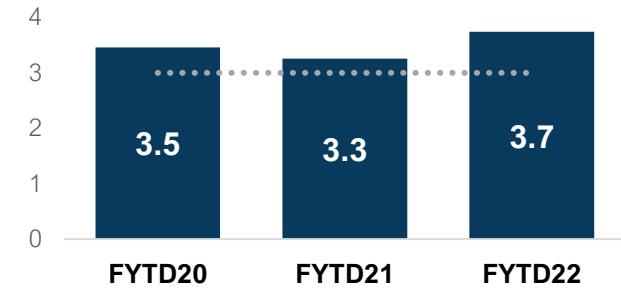
# Employee Injury Rate

**6.6 injuries per 100 employees vs ≤ target of 5.4**

- Metrobus employee injuries fell 25 percent in Q3, partly due to reduced service levels in January
- Stress/assault injuries most common, account for one-third
- Actions to improve include:
  - Conducting de-escalation training for bus operators and station managers
  - Conducting safety campaigns to encourage awareness, observations, and reporting
  - Adjusting MTPD deployments to respond to patterns in stress/assault cases
  - Leveraging Metro’s Employee Assistance Program to include additional assistance for trauma
  - Analyzing DriveCam footage for proactive steps to mitigate bus collisions

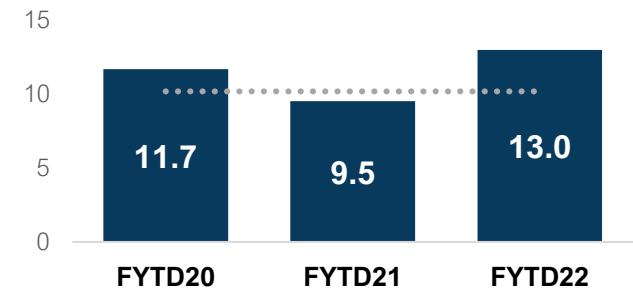
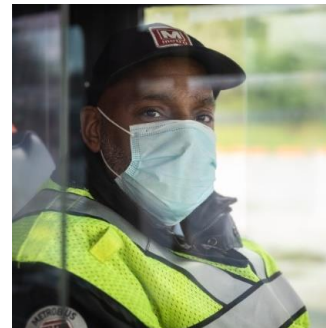
## Rail system | 3.7 per 100 employees

as compared to target ..... of ≤ 3.0



## Metrobus | 13.0 per 100 employees

as compared to target ..... of ≤ 10.2

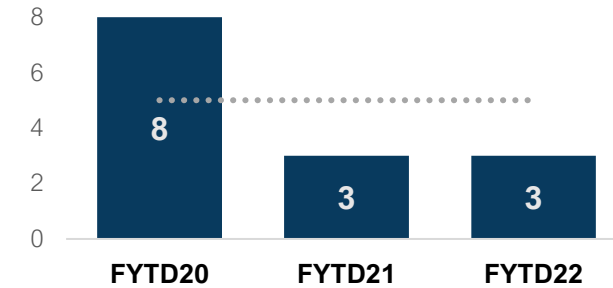
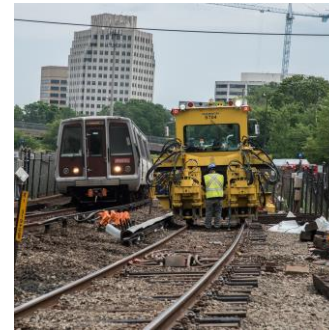


# Reportable Safety Events

- **Bus collision rate** improved throughout FY22 with two-thirds non-preventable, as traffic key risk. Data from DriveCam and accident investigations used to coach staff, identify hot spots
- No **rail collisions** in Q3. Of the three collisions in Q1 and Q2, two involved roadway maintenance machines, one occurred when train hit bump post in yard
- No **red signal overruns** since November thanks to new procedures and oversight

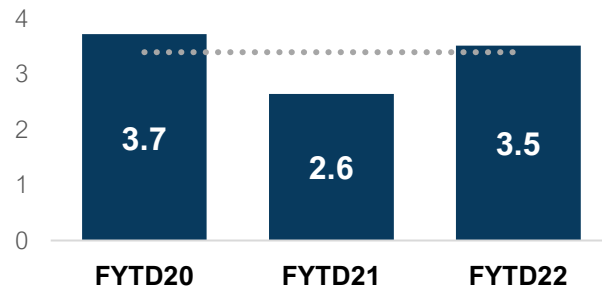
## Rail Collisions | 3 collisions

as compared to target ..... of  $\leq 5$



## Serious Bus Collision Rate\* | 3.5 per million miles

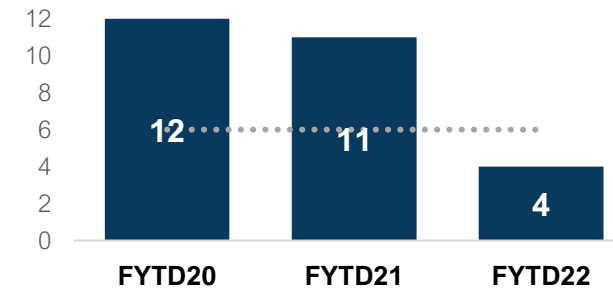
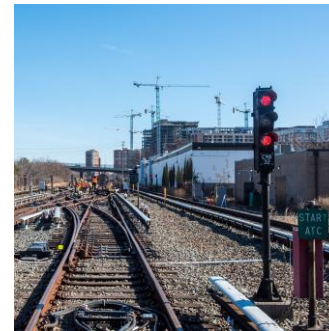
as compared to target ..... of  $\leq 3.4$



\*Serious bus collisions are those that are reported to the National Transit Database (NTD).

## Red Signal Overruns | 4 incidents

as compared to target ..... of  $\leq 6$



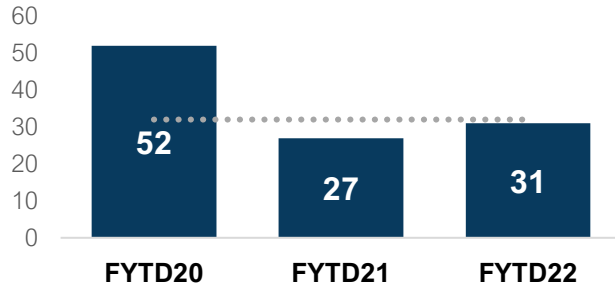
■ Target met  
■ Target at risk  
■ Target missed  
 Page 16 of 90



# Reportable Safety Events

## Fire Incidents | 31 incidents

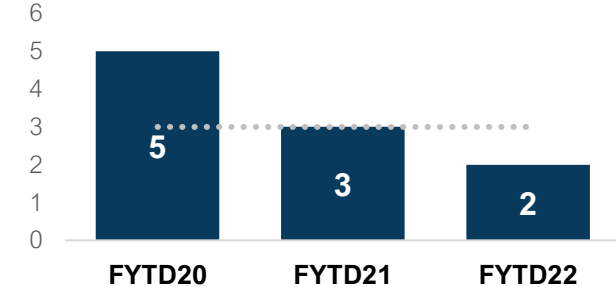
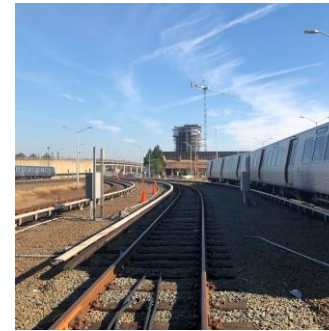
as compared to target ... of  $\leq 32$



- Non-electrical (e.g., debris-related) fires most common and increased by 43 percent from FYTD21, likely related to increased ridership
- 10 arcing events, including four in Q3. Replacing insulators in trouble areas and regularly cleaning trackbeds

## Derailments | 2 incidents

as compared to target ... of  $\leq 3$



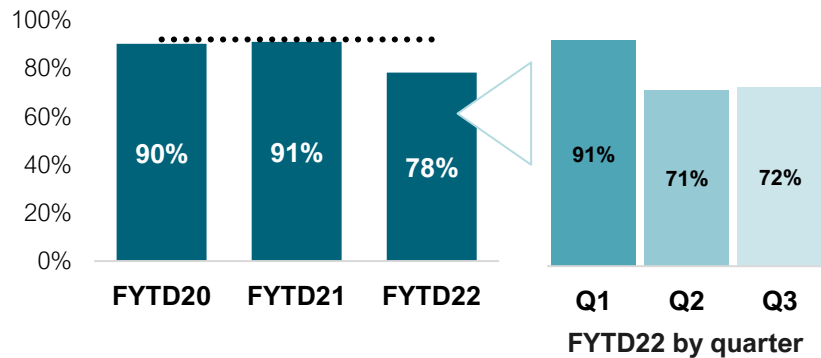
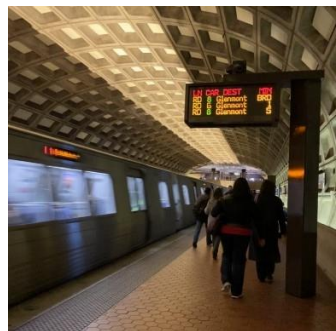
- No derailments since two in October

# Rail OTP and Fleet Reliability

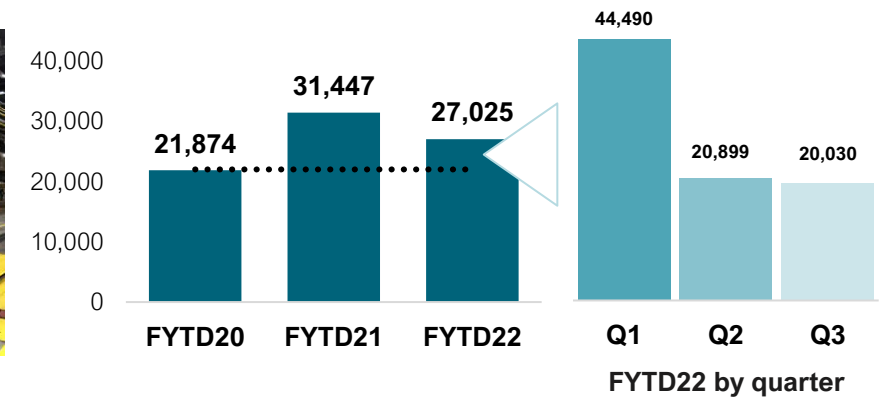
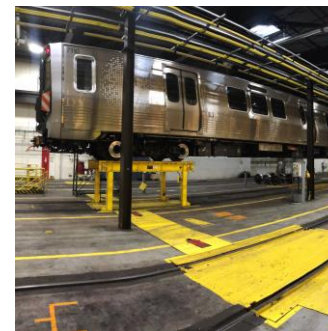
## Removal of the 7000-series led to longer wait times, reliance on oldest fleet

- OTP improved since October, reaching 75 percent in March 2022 as service frequencies increased to 10 minutes on Red Line and 20 minutes on all other lines thanks to more 6000-series railcars
- Reliability above target for the fiscal year but below target after 7000-series removal. Metro’s oldest railcars are performing at highest levels ever recorded and over 50 percent better than last year

### Metrorail | 78% of on-time customer trips as compared to target ... of ≥ 92%



### Metrorail fleet | 27,025 miles between failure as compared to target ... of ≥ 22,000

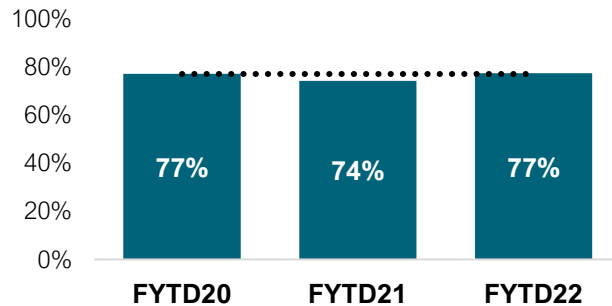


# Bus OTP and Fleet Reliability

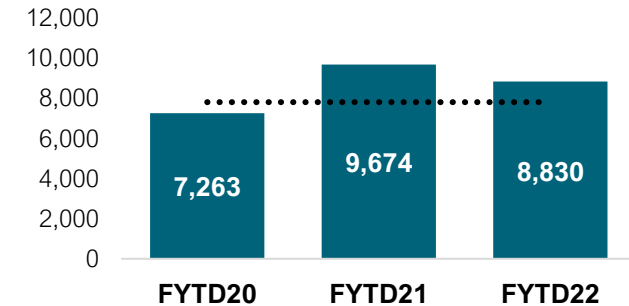
## All targets met

- On-time performance continued to meet target with about 11 percent of timepoints delivered early and 12 percent delivered late
- Strong reliability continues across all sub fleets, with record high performance achieved in January

### Metrobus | 77% of on-time buses as compared to target ... of ≥ 77%



### Metrobus fleet | 8,830 miles between failure as compared to target ... of ≥ 7,200



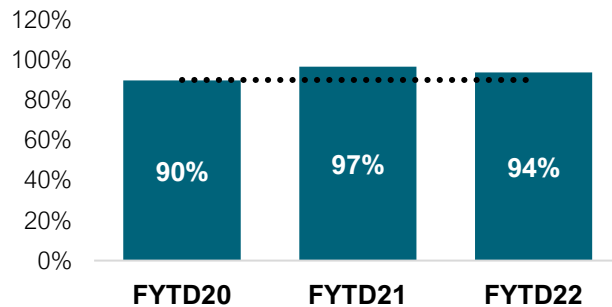
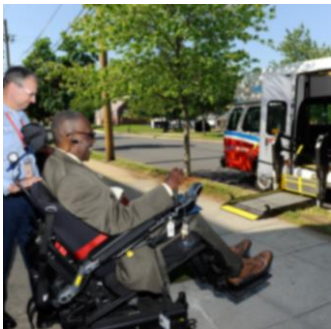


# Access OTP and Fleet Reliability

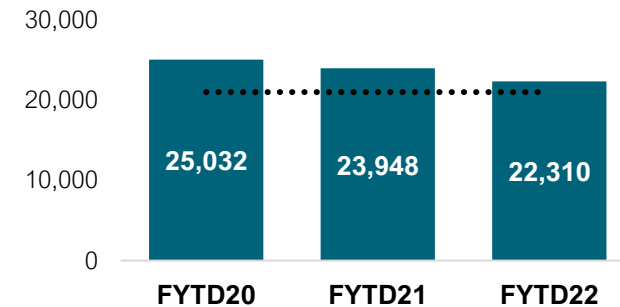
## All targets met

- Strong on-time performance due to less traffic, reduced ridership, ample vehicle resources
- Fleet reliability met target thanks to introduction of sedans, consistently replacing vans at end of useful life

### MetroAccess | 94% of pick-ups on time as compared to target ... of ≥ 90%



### MetroAccess fleet | 22,310 miles between failure as compared to target ... of ≥ 21,000

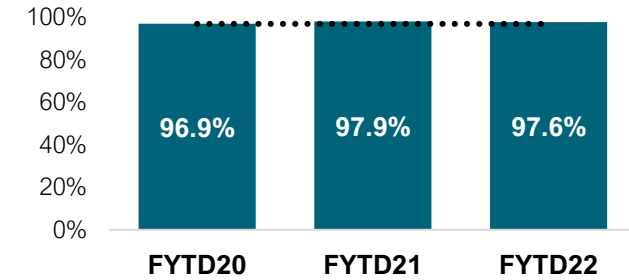


# Asset Availability

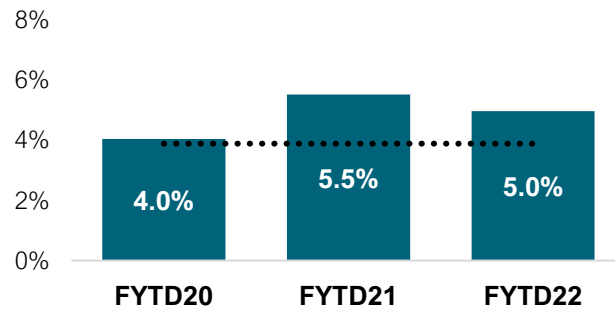
## Target met for Elevator/Escalator Availability

- Planned major capital projects took about four percent of track out of service through Q3, more than anticipated due to extension of Red Line canopy project through January
- Elevator/escalator availability driven by strong maintenance, multi-year state of good repair investments, and less wear-and-tear from lower ridership. 134 units have been rehabbed or replaced

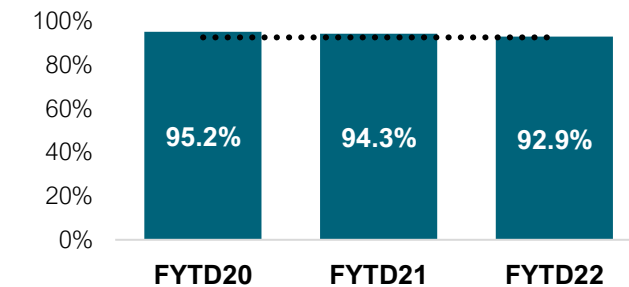
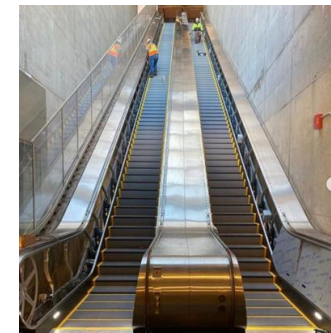
### Elevator Availability | 97.6% available as compared to target ..... of $\geq 96.8\%$



### Available Track | 5.0% under performance restriction as compared to target ..... of $\leq 3.9\%$



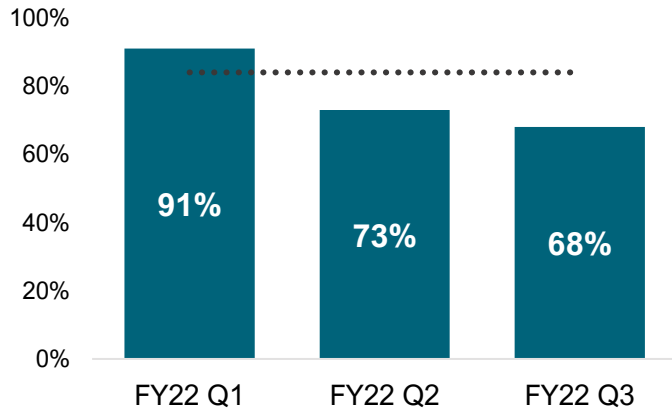
### Escalator Availability | 92.9% available as compared to target ..... of $\geq 92.6\%$



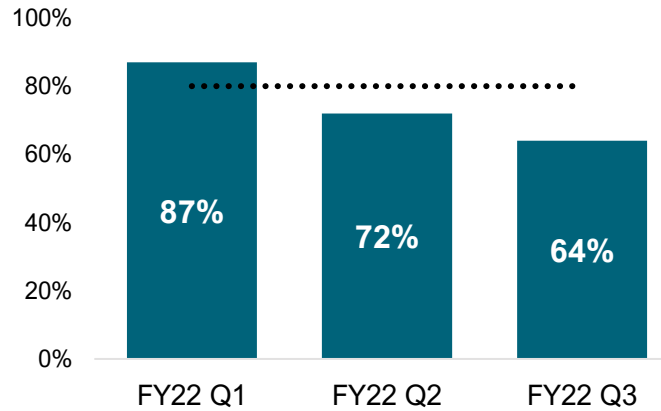
# Customer Satisfaction

- High customer satisfaction in Q1 reflects low crowding and reliable service
- Satisfaction fell in Q2 and Q3 when service reductions due to derailment, Covid-related operator shortages

**Rail Customer Satisfaction | 68%**  
as compared to target ..... of  $\geq 84\%$



**Bus Customer Satisfaction | 64%**  
as compared to target ..... of  $\geq 80\%$





WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

# PERFORMANCE REPORT

FY2022 | Q1 - Q3  
July 2021 - March 2022



Published  
May 12, 2022



# TABLE OF CONTENTS

ABOUT THIS  
REPORT

PAGE  
**3**

RIDERSHIP

PAGE  
**5**

SAFETY

PAGE  
**7**

RELIABILITY

PAGE  
**17**

FINANCIAL  
RESPONSIBILITY

PAGE  
**29**

APPENDIX

PAGE  
**31**

# ABOUT

## ABOUT THIS REPORT

The Washington Metropolitan Area Transit Authority's (Metro) Performance Report highlights Metro's fiscal-year-to-date (FYTD) performance on a suite of measures that look retrospectively at safety, reliability, and financial responsibility. These measures follow industry standard and align to the safety performance measures established in the Federal Transit Administration's National Public Transportation Safety Plan. Metro updates performance targets for its measures on an annual basis, reflecting the priorities, investments, and improvements anticipated for the coming year. The report communicates performance results relative to these targets, shows performance trends over the prior three fiscal years, and identifies actions that staff are taking to continuously improve. Colored indicators throughout the report show each measure's FYTD results against target.

## ABOUT METRO

Metro is one of the largest transit organizations in the United States. Formed in 1967 under an interstate compact among the District of Columbia, the State of Maryland, and the Commonwealth of Virginia, the Metro service area is approximately 1,500 square miles, with a population of approximately four million people. Metro provides three core transit functions: Metrorail, Metrobus, and MetroAccess paratransit. Prior to the pandemic, average weekday passenger trips combined on all three modes totaled approximately one million.



# PERFORMANCE SUMMARY

From the first through third quarters of Fiscal Year 2022, Metro met 19 of its 28 performance targets.

● Target met ● Near target ● Target missed

## SAFETY

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

## RELIABILITY

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

## FINANCIAL RESPONSIBILITY

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

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



# RIDERSHIP TRENDS

Summary of FYTD ridership



# RIDERSHIP

Forecast  
(in millions)

71.6

Actual  
(in millions)

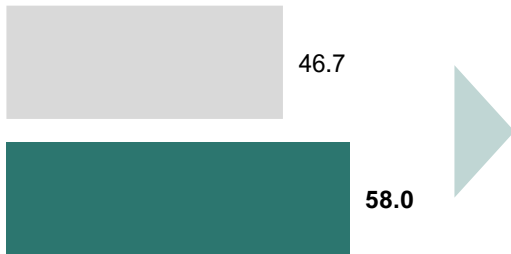
99.7

The total ridership of 99.7 million in FYTD22 was 39 percent above the forecast of 72 million and a 78 percent increase from the same period in FY21.

Through March of FY22, Metrobus ridership accounted for 58 percent of total ridership, exceeding Metrorail ridership by over 17 million riders. All three modes saw a decrease in ridership during the Omicron wave of the Covid-19 pandemic in January and February, but all three recovered back to levels seen in early fall by the end of the quarter. Rail saw its highest ridership so far this year in March driven by more offices re-opening and tourism related to Cherry Blossoms.

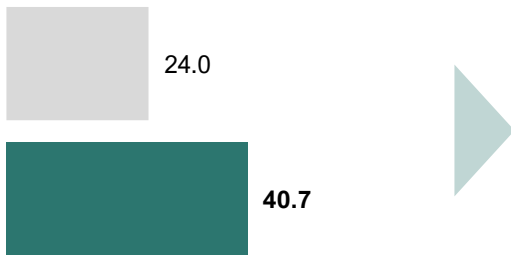
## Metrobus

- Through March of FY22, 58 million passengers rode Metrobus, 24 percent over the forecast and 57 percent more than this same period in FY21. January saw the lowest ridership this fiscal year as Metrobus service was reduced due to employee absenteeism related to the Omicron wave and severe weather events. After service was restored in February, ridership returned to normal levels with buses carrying about 230,000 riders each weekday in March.
- Average weekday ridership for Q3 was almost 190,000, a 22 percent decrease from last quarter. Average weekend ridership for Q3 was about 96,000, an 11 percent decrease from Q2.



## Metrorail

- Through March of FY22, 40.7 million passengers rode Metrorail, 69 percent over the forecast and 123 percent more than this same period in FY21. January and February saw the lowest ridership this fiscal year at 3.3 and 3.8 million trips respectively. Many passengers stayed home due to the Omicron wave. The highest ridership this fiscal year was in March, with 5.8 million trips.
- Average weekday ridership for Q3 was 164,000, slightly less than Q2. Average weekend ridership was 99,000, a drop of about 9,000 riders or nine percent from Q2 and dragged down by January and February performance. In March, average weekday ridership increased to over 200,000 with peaks on Tuesdays and Wednesdays.



## MetroAccess

- Through March of FY22, MetroAccess ridership was 966,471, nine percent over the forecast and 28 percent more than this same period in FY21. January and February saw the lowest ridership this fiscal year at 81,000 and 97,000 passengers respectively. This was driven by the Omicron wave as well as inclement weather events during Q3. March ridership returned to similar levels as the fall at 116,000.
- Average weekday ridership for Q3 was 4,000, slightly less than last quarter.



## Metro's Ridership Data

Portal provides ridership data since 2010, including during the pandemic. Engage with the data through interactive dashboards using the Data Viewers ([Rail](#), [Bus](#), [Parking](#))

# SAFETY PERFORMANCE

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



# SAFETY OVERVIEW OF MEASURES AND TARGETS

Safety is Metro’s highest priority. Metro reports on injuries and safety events that meet reporting criteria established by the Federal Transit Administration and the Department of Labor’s Occupational Safety and Health Administration, as well as Part I crimes reported to the Federal Bureau of Investigation. Metro aims to have zero injuries, fatalities, and safety events. The FY22 targets put the agency on a realistic glidepath towards achieving this vision.

- Crime and customer injury measures are scaled to ridership. Both measures aim to improve over FY21 performance; targets were set for aggressive reductions in Rail safety events, including fires, derailments, collisions, and red signal overruns.
- As the region returns to work in offices and in-person school, traffic is expected to increase and the risk of bus collisions to rise. Maintaining the performance levels achieved over the past 24 months will be a challenge. Lower traffic during the pandemic resulted in a 20-30 percent decrease in the collision rate compared to pre-pandemic averages.

FY22 Measure	Measured as	Goal	FY22 Target-setting Methodology	Baseline	Q2 FY22 Target
Crime Rate	# per million riders	↓	5% improvement over baseline	FY21	8.0
Customer Injury Rate	# per million riders	↓	15% improvement over baseline	FY21	2.5
Rail Customer Injury Rate	# per million riders	↓	15% improvement	FY21	2.5
Bus Customer Injury Rate	# per million riders	↓	15% improvement	FY21	2.5
MetroAccess Customer Injury Rate	# per 100,000 riders	↓	15% improvement	FY21	2.2
Employee Injury Rate	# per 100 employees	↓	Maintain baseline	24m avg	5.4
Fatalities	# of fatalities	↓	No fatalities	N/A	0
Rail Employee Rate	# per 100 employees	↓	Maintain baseline	24m avg	3.0
Bus Employee Rate	# per 100 employees	↓	Maintain baseline	24m avg	10.2
NTD Bus Collision Rate	# per million miles	↓	Maintain baseline	24m avg	3.4
Rail Collisions	# of collisions	↓	14% improvement over baseline	24m avg	3
Derailments	# of incidents	↓	25% improvement over baseline	24m avg	2
Smoke and Fire Incidents	# of incidents	↓	18% improvement over baseline	24m avg	21
Red Signal Overruns	# of incidents	↓	50% improvement over baseline	24m avg	4

## Agency Safety Plan

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

Measure targets		RATES*			COUNTS		
		fatalities	injuries	safety events	fatalities	injuries	safety events
	Metrorail	0	21.2	10.6	0	162	48
	Metrobus	0	60.2	64.7	0	180	130
	MetroAccess	0	8.2	8	0	27	9
Actual results		fatalities	Injuries	safety events	fatalities	Injuries	safety events
blue if target met	Metrorail	0	28.7	20.9	0	118	86
	Metrobus	0.7	56.2	53.3	2	157	149
	MetroAccess	0	14.7	17.6	0	21	25

\*per 10 million vehicle revenue miles





# SAFETY SUMMARY OF FYTD PERFORMANCE

## HOW TO READ THIS PAGE

## STOPLIGHT LEGEND

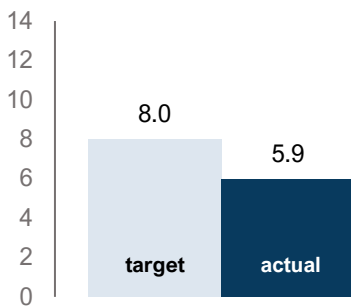
- Target met
- Near target
- Target missed
- No target

## BAR CHART LEGEND AND PERFORMANCE GOAL

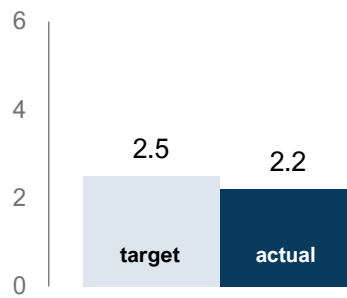


↓ Performance below target favorable for all measures

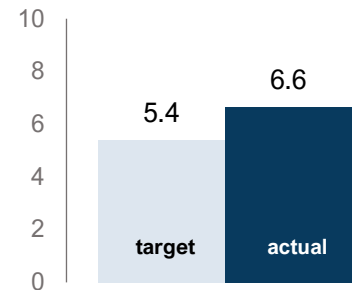
### ● Part I Crime Rate per 1,000,000 riders



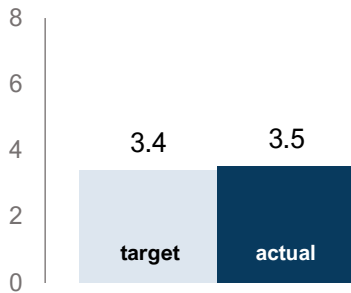
### ● Customer Injury Rate per 1,000,000 riders



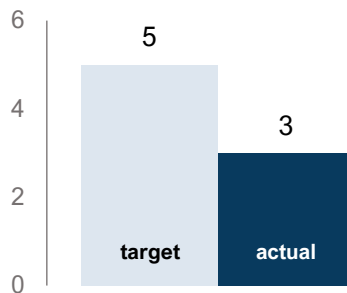
### ● Employee Injury Rate Per 100 employees



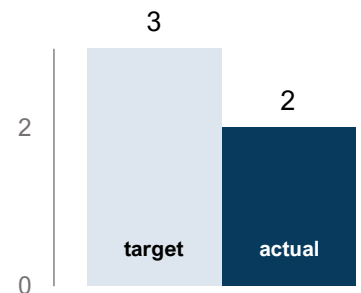
### ● NTD Bus Collisions per million miles



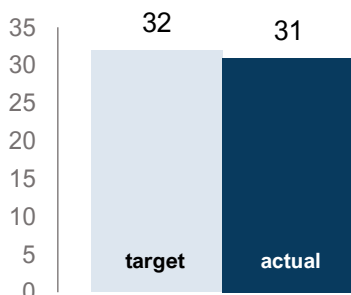
### ● Rail Collisions total count



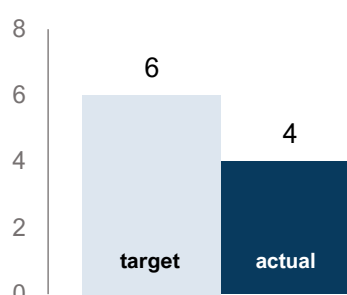
### ● Derailments total count



### ● Fire Incidents total count



### ● Red Signal Overruns total count



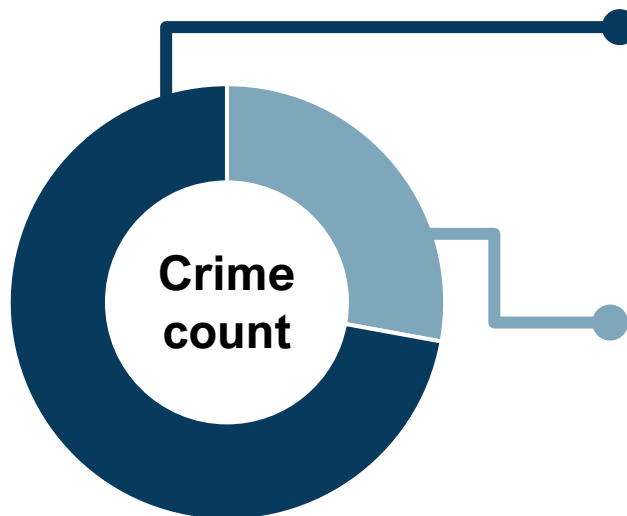
# CRIME RATE

## ● Crime Rate | 5.9 crimes per million riders (592 Part I Crimes)

FY target | ≤ 8.0 Part I crimes per million riders

Through the first nine months of FY22, the Part I crime rate met target and was 30 percent lower than the same period last fiscal year, with 5.9 crimes per million trips in FY22 compared to 8.5 in FY21.

While there were over 42 million more passenger trips through the third quarter of FY22 as compared to the same period in FY21, there were only 120 more Part I crimes—592 vs 473 in FY21. Roughly 80 percent of crimes occurred on Metrorail during the first nine months of FY22.



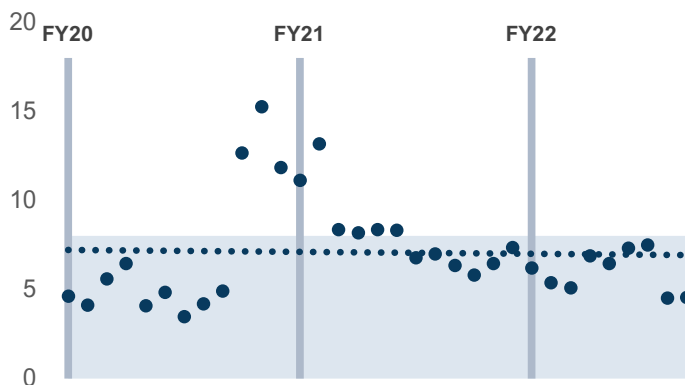
### Crimes Against Property: 72% of crimes

There were an average of 47 crimes against property per month across the system over the first nine months of FY22, which includes theft, arson, robbery, auto theft, and burglary. This count is slightly lower than the previous fiscal year and the rate has returned to pre-pandemic levels. Most of these crimes occurred on Metrorail.

### Crimes Against Persons: 28% of crimes

There were an average of 18 crimes against persons per month across the system over the first nine months of FY22, which would include homicide, rape, and aggravated assault. The count of crimes against persons is consistent to the previous fiscal year and remains elevated compared to pre-pandemic time frames. Most of these crimes occurred on Metrorail.

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



### Key actions to sustain performance

- ▶ Increase patrols at some stations and on buses to provide a high-visibility police presence to reassure riders and deter crime.
- ▶ Introduce QR codes that riders can scan to call the MTPD tip line and automatically add it to their contacts list.
- ▶ Launch an anti-harassment public awareness campaign in May 2022.
- ▶ Establish a new Community Services Bureau to work with schools, neighborhood groups and mental health advocates.
- ▶ Hold community events at stations with food and activities to interact with neighborhood residents
- ▶ Build partnerships with organizations to help people experiencing homelessness and mental health crises.

# CUSTOMER INJURY RATE

**Metrorail Customer Injury Rate** | 2.1 per million riders  
 FY target | ≤ 2.5 per million riders

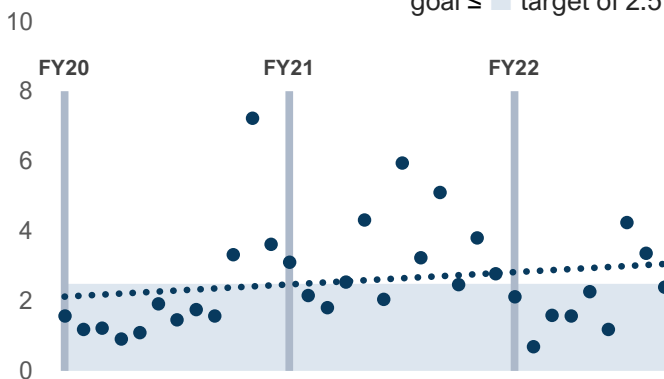
There were 86 Metrorail customer injuries during the first nine months of FY22, resulting in a rate of 2.1 per million riders and meeting target of no more than 2.5 per million. This represents a 38 percent improvement relative to the same period in FY21.

Over 80 percent of injuries were slips, trips or falls, most frequently on escalators (over 50 percent of all injuries). About 10 percent of injuries were due to customers falling on the tracks or standing too close to the platform edge. The primary locations for injuries were L'Enfant Plaza (6), Gallery Place (5), Anacostia (4), Columbia Heights (3), Potomac Ave (3), Waterfront-SEU (3), Vienna (3) and Union Station (3).

## Key actions to sustain performance

- ▶ Continue station modernization improvements to reduce hazards that result in slip/trip/fall injuries

**Metrorail Customer Injury Rate**  
**FY20-FY22 TREND**  
 goal ≤ target of 2.5



**Metrobus Customer Injury Rate** | 1.9 injuries per million riders  
 FY target | ≤ 2.5 per million riders

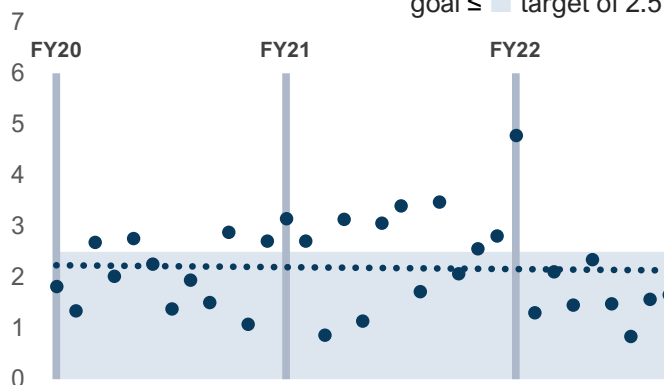
There were 113 Metrobus customer injuries during the first nine months of FY22, resulting in a rate of 1.9 per million riders and meeting target of no more than 2.5 per million. This represents a 28 percent improvement over the same period in FY21.

About half (56 injuries) were collision-related and forty-four percent (50 injuries) were due to slips/trips/falls. Over half of the collision-related injuries were due to non-preventable collisions. The slips/trips/falls were mostly due to bus movement and hard braking.

## Key actions to sustain performance

- ▶ Perform a quarterly analysis of locations with multiple collisions to determine mitigations for those areas. Immediately investigate more urgent safety hazards, such as new construction that creates a challenging left turn
- ▶ Advance procurement of collision avoidance technologies, such as Blind Spot Warnings and object detection, which assist in lowering the number of collisions and onboard falls while the bus is in motion

**Metrobus Customer Injury Rate**  
**FY20-FY22 TREND**  
 goal ≤ target of 2.5



# CUSTOMER INJURY RATE

**MetroAccess Customer Injury Rate** | 2.2 per 100,000 riders  
FY target |  $\leq 2.2$  per 100,000 riders

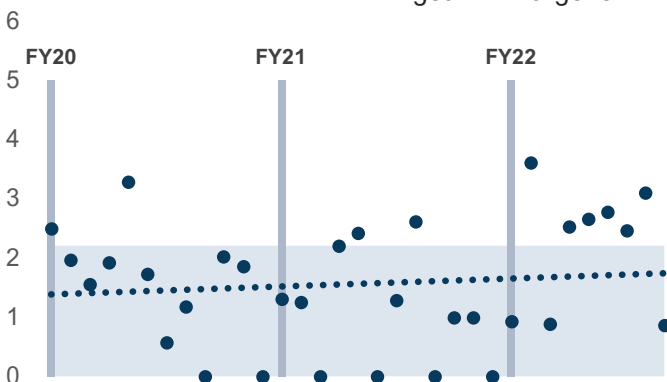
There were 21 injuries among MetroAccess customers during the first nine months of FY22, resulting in a rate of 2.17 per 100,000 riders and meeting target of no more than 2.2 per 100,000.

Almost 60 percent (12) of the 21 injuries were sustained during non-preventable collisions; only one injury occurred as a result of a preventable collision. Seven injuries occurred when customers were boarding or alighting from the vehicles, and one occurred when a customer fell out of their seat while the vehicle was in motion.

## Key actions to improve performance

- ▶ Continue to engage an Occupational Therapist to address assistance-related injuries. Strengthen and standardize operator wheelchair/scooter securement training and certification
- ▶ Update DriveCam units, adding behavioral recognition and alerting capability. This alerts vehicle operators to unsafe or potentially unsafe behaviors at the time of detection
- ▶ Implement revised Local Safety Committee process with contractors that is more fully aligned with Metro policy in order to more proactively identify and address risks
- ▶ Continue tactical safety messaging campaign aimed at passenger assistance and related injuries

**MetroAccess Customer Injury Rate**  
FY20-FY22 TREND  
goal  $\leq$  target of 2.2



# EMPLOYEE INJURY RATE

## ● Rail System Employee Injury Rate | 3.7 per 100 employees

FY target |  $\leq 3.0$  per 100 employees

There were 156 rail system employees injured during the first nine months of FY22, resulting in a rate of 3.7 injuries per 100 employees, worse than target.

Stress/Assault injuries (46) were the most frequent, accounting for almost a third of injuries this fiscal year and more than doubling compared to the same period last year. These injuries occur when staff are threatened or assaulted by passengers, witness adjacent violence, or experience passenger deaths or near misses. Injuries due to slips, trips, and falls were the second most frequent (37), with most occurring due to inattention and several related to wet surfaces. There were fewer slips, trips and falls relative to the same period last year.

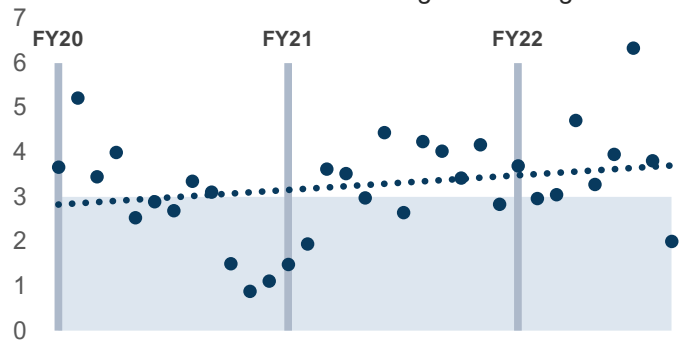
### Key actions to improve performance

- ▶ Continue de-escalation training to reduce station manager assaults. To date, 75 percent of station managers have been trained
- ▶ Encourage Safety Observations and use data to identify and proactively address unsafe behaviors
- ▶ Conduct safety campaign to increase employee awareness around slip/trip/fall injuries
- ▶ Conduct two-month safety sprints to reinforce risk identification, reporting and mitigation

### Rail System Employee Injury Rate

FY20-FY22 TREND

goal  $\leq$  target of 3.0



## ● Bus Employee Injury Rate | 13.0 per 100 employees

FY target |  $\leq 10.2$  per 100 employees

There were 343 Metrobus employees injured during the first nine months of FY22, resulting in a rate of 13.0 injuries per 100 employees. Although the target was missed, performance has steadily improved throughout the fiscal year.

Stress/Assault injuries (119) were the most frequent, accounting for a third of injuries. Stress claims more than quadrupled in FY22 compared to the same time last year. Similar to rail employees, these injuries occur when staff are threatened or assaulted by passengers, witness adjacent violence, or experience passenger deaths or near misses. Non-preventable collisions are the next most frequent cause of injury (78), followed by slips/trips/falls (49).

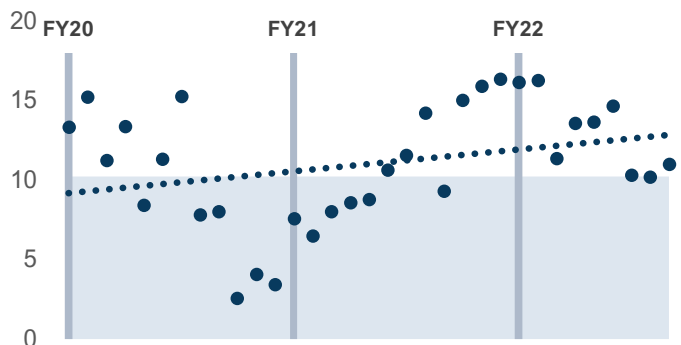
### Key actions to improve performance

- ▶ Continue de-escalation training, which began in August 2021, to prevent bus operator assaults
- ▶ Proactively use DriveCam footage to identify risky behaviors on the road and coach operators on proper procedure to avoid collisions before they occur
- ▶ Take immediate action to mitigate tripping hazards at Metrobus facilities through partnership between division management, the safety team, and the facilities team

### Bus Employee Injury Rate

FY20-FY22 TREND

goal  $\leq$  target of 10.2





# BUS COLLISION RATE

**National Transit Database (NTD) Bus Collision Rate | 3.5 per million miles**  
FY target |  $\leq 3.4$  per million miles

During the first nine months of FY22, Metrobus experienced a rate of 3.5 collisions that met NTD criteria\* per million miles, worse than target and a 33 percent increase from the same period in FY21.

There were 118 collisions that met NTD criteria during the first nine months of FY22. Two-thirds were non-preventable, an increase compared to the same period in FY21. Traffic is a key risk factor for collisions and has rebounded to over 90 percent of pre-pandemic levels in the Metrobus service region. In FYTD22, collisions most commonly occurred in intersections (28), when buses were rear-ended (19), when buses were hit while stopped (17), or when one vehicle sideswiped another (13). Additionally, there have been nine collisions involving a pedestrian or cyclist.

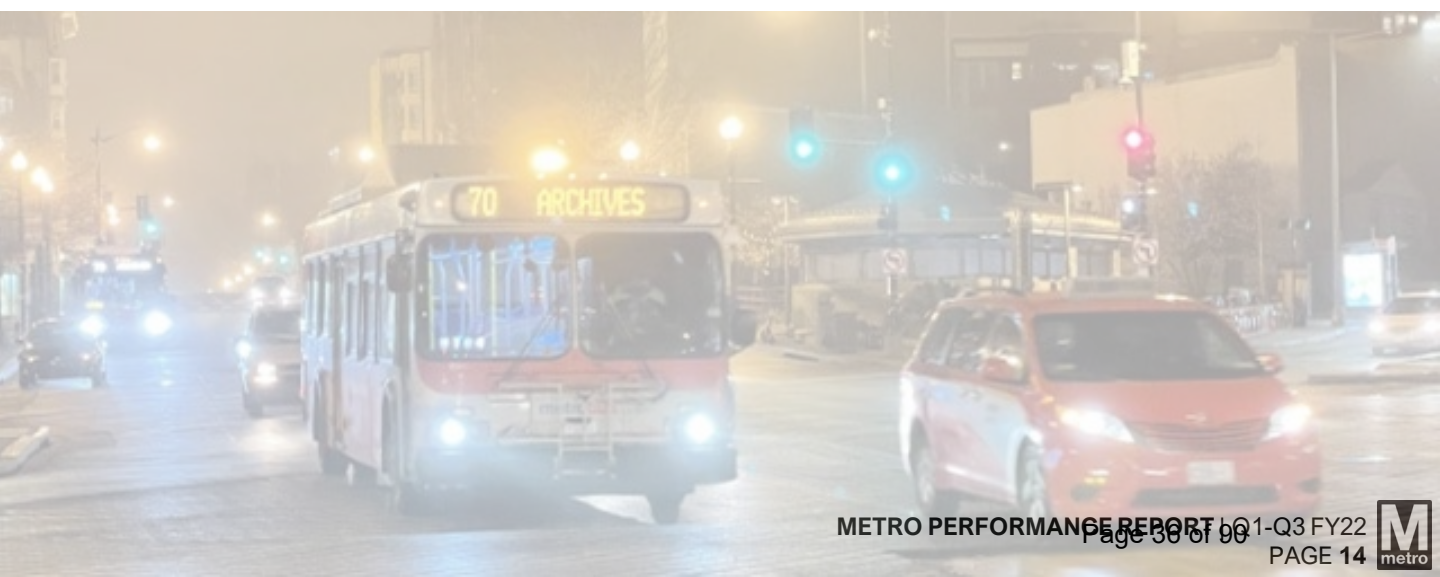
## Key actions to improve performance

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

**NTD Bus Collision Rate  
FY20-FY22 TREND**  
goal  $\leq$  target of 3.4



\*Note: Metrobus tracks and reports collisions that meet certain criteria to the National Transit Database (NTD). These criteria include: customer or employee injuries that require immediate medical attention away from the scene, towaway of any vehicles involved, or combined property damage greater than \$25,000. Collisions that meet NTD criteria are a subset of all collisions, representing about seven percent.



# RAIL COLLISIONS & DERAILMENTS

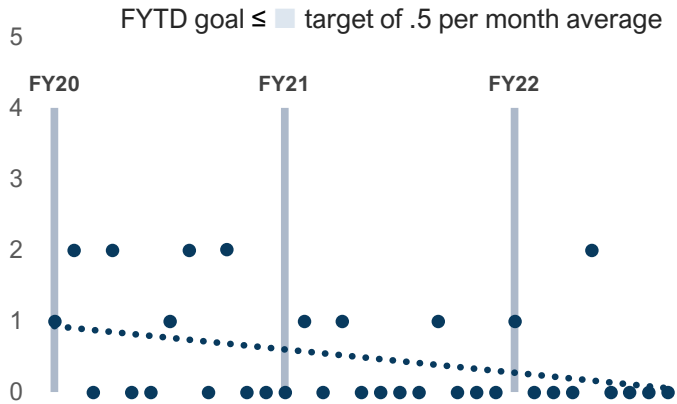
## Rail Collisions | 3 collisions

FYTD target | ≤ 5 collisions

**There were three NTD-reportable rail collisions through the third quarter of FY22, although none since November.**

The first collision occurred in July when a Prime Mover experienced a brake malfunction in a tunnel and rolled back to hit a piece of maintenance equipment. The second collision occurred in November when a train contacted a bump post when being parked over night at a rail yard. The third collision also occurred in November when a tie-remover vehicle extended its operating arm and struck a rail signal.

**Rail Collisions  
FY20-FY22 TREND**



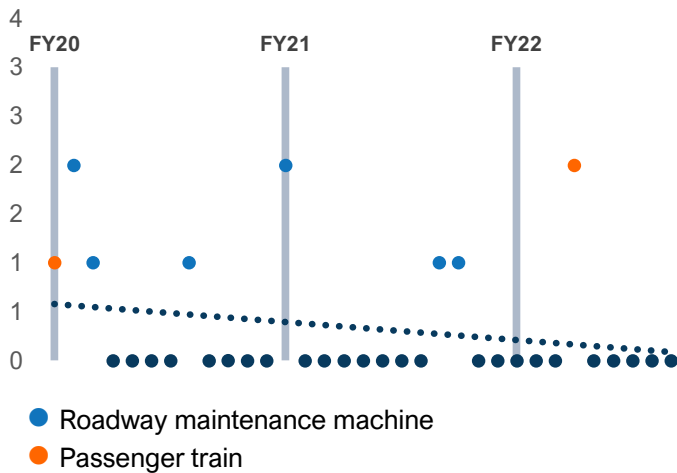
## Derailments | 2 derailments

FYTD target | ≤ 3 derailments

**There were two derailments through the third quarter of FY22, both in October.**

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

**Derailments  
FY20-FY22 TREND**  
FYTD goal ≤ target of 3



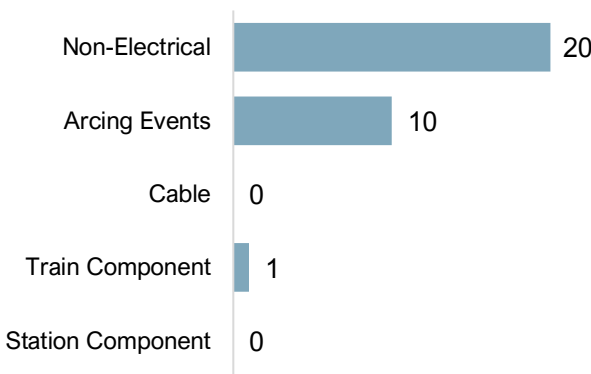
# RAIL INCIDENTS

## ● Fire Incidents | 31 incidents FYTD target | ≤ 32 incidents

**There were 31 NTD-reportable fires during the first nine months of FY22, meeting the target but an increase of four incidents compared to the same time last year.**

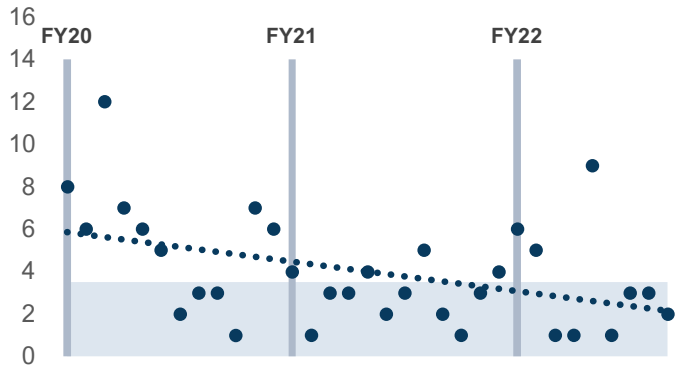
Sixty-five percent of fires were non-electrical (e.g., debris-related), and there was a 40 percent increase in these types of fires relative to the same period last year (20 compared to 14). This is likely related to the increase in ridership; before the pandemic, there were on average nine to 10 non-electrical fires a quarter, dropping to around four during the pandemic. As ridership has begun to return, there have been about six fires per quarter this year. There have been 10 insulator/track component fires FYTD, four more than the same period last year. Water, brake dust, and debris are the main drivers of insulator/track component fires. Insulators are replaced in trouble areas every two years and regularly clean track beds.

**Fire Incidents  
FY22 INCIDENTS BY TYPE**



**Fire Incidents  
FY20-FY22 TREND**

Goal ≤ target of 3.5 per month average



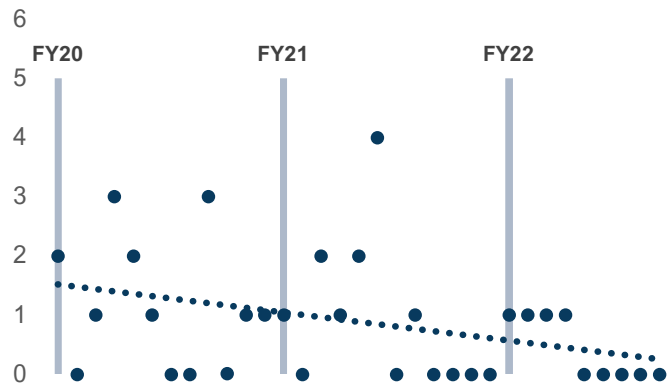
## ● Red Signal Overruns | 4 incidents FYTD target | ≤ 6 incidents

**There have been no red signal overruns since November 2021. Metrorail vehicles overran a red signal a total of four times this fiscal year, which is better than target and seven fewer compared to the same time last year.**

Of the four Red Signal Overrun (RSO) events in FYTD22, three were committed by train operators and one was with a roadway maintenance machine (RMM). All four RSO incidents occurred on the mainline. Human factors were among the root causes of these incidents, including lack of situational awareness, not verifying correct alignments, failure to adhere to established rules/procedures, fatigue, and initiating Stop and Proceed Mode without contacting the Rail Operations Control Center. In response to these events, staff have begun to be trained on initiatives such as point-and-call, where train operators verbally call out signals as they approach them. Managers also increased the frequencies of the operator reviews they conduct to ensure they are following procedures.

**Red Signal Overruns  
FY20-FY22 TREND**

Goal ≤ target of .67 per month average





# RELIABILITY PERFORMANCE

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



# RELIABILITY OVERVIEW OF MEASURES AND TARGETS

Metro tracks the reliability of its Rail, Bus and Access service by measuring on-time performance (OTP), the failure rate of its almost 3,500 vehicles, the availability of its 276 elevators and 616 escalators, the availability of its 118 miles of track, crowding on its vehicles, and overall customer satisfaction. These are standard measures across the industry. The vehicle failure rate (mean distance between failure) is a required measure by the Federal Transit Administration because it expresses the relationship between safety and asset condition.

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

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

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



# RELIABILITY SUMMARY OF FYTD PERFORMANCE

## HOW TO READ THIS PAGE

## STOPLIGHT LEGEND

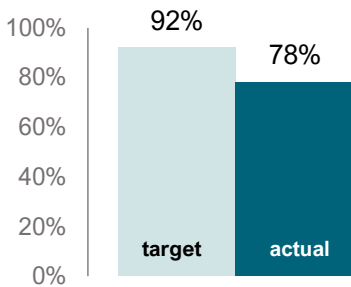
- Target met
- Near target
- Target missed
- No target

## BAR CHART LEGEND AND PERFORMANCE GOAL

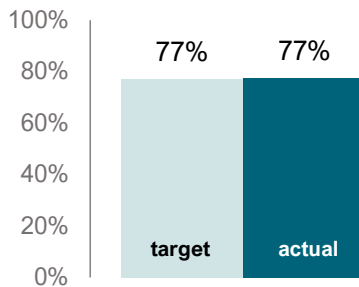


↑ Performance above target favorable for all measures except for Available Track

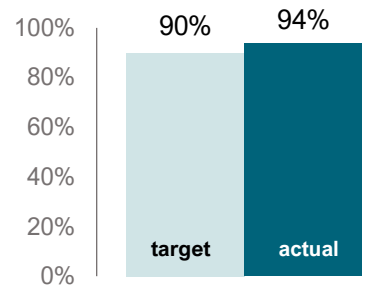
### ● MyTripTime Rail On-Time Performance



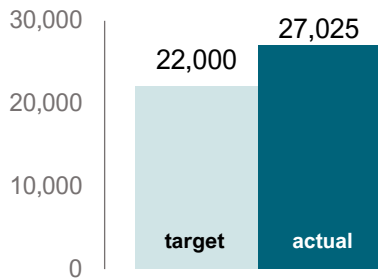
### ● Metrobus On-Time Performance



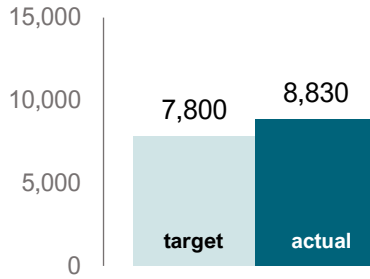
### ● MetroAccess On-Time Pick-up Performance



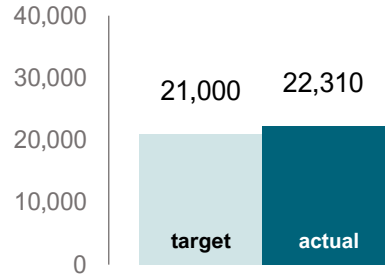
### ● Rail Fleet Reliability



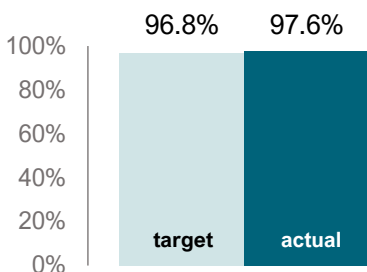
### ● Bus Fleet Reliability



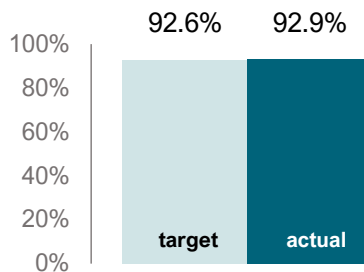
### ● MetroAccess Fleet Reliability



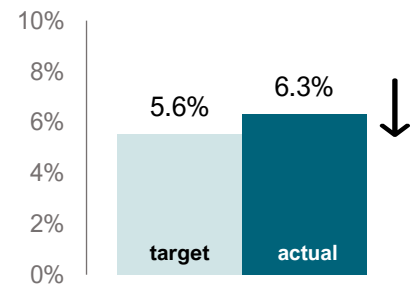
### ● Elevator Availability



### ● Escalator Availability



### ● Available Track



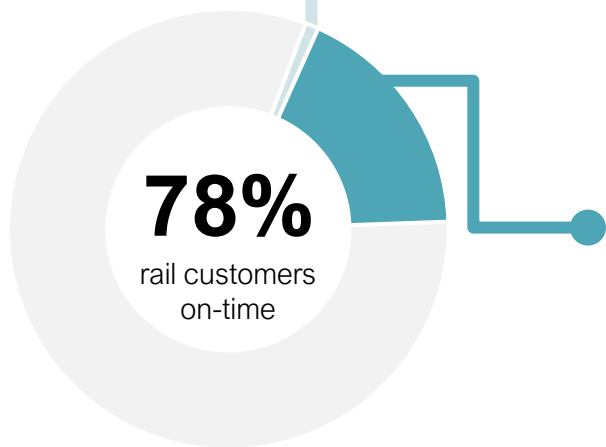
# METRORAIL ON-TIME PERFORMANCE (MYTRIP TIME)

## Metrorail Customer On-Time Performance | 78% of customer trips on time FY target | ≥ 92% on-time

Through the third quarter of FY22, Metrorail customers completed 78 percent of their trips on-time, missing target of 92 percent.

Rail on-time performance (OTP) saw a deep decrease following the derailment on October 12, 2021, when all 7000-series trains were removed from service and train frequencies were cut in half, doubling wait times. While customers were encouraged to use real-time arrival information to minimize their waits, many trips still took longer to complete than before the derailment, resulting in lower overall OTP. Rail customer OTP in January dipped to 67 percent, spiked by winter weather events and the limited railcar availability. Significant improvement has been seen in February (72 percent) and March (75 percent), as service was increased to every 10 minutes on the Red Line (instead of 12 minutes) and every 20 minutes on all other lines. In comparison, Rail OTP before the derailment was 91.5 percent, 0.5 percentage points shy of the target.

### What caused customer delays?



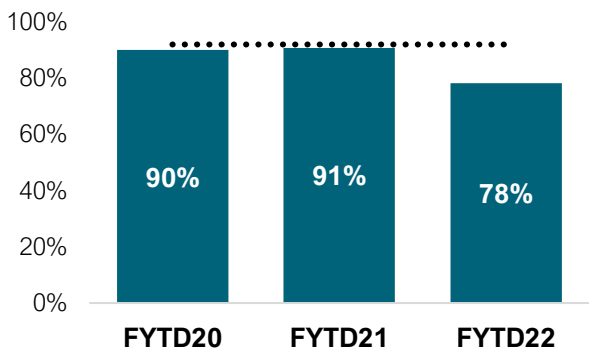
**Planned delays** lowered OTP by about one percentage point, about the same impact compared to FY21

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

**Unplanned delays** lowered OTP by about 21 percentage points, about 2.5 times the impact compared to FY21

- ▶ Service levels were cut in half in mid-October due to limited railcar availability following a safety-critical failure that removed the 7000-series fleet from service. In Q3, about 20 percent of trips were late due to longer wait times.
- ▶ Other drivers for unplanned delays include railcar breakdowns (older railcars break down about three times more frequently than 7000 series cars), customer or workforce incidents (e.g., sick customers, injured employees), and Metro Transit Police responses to safety events

**Metrorail Customer On-Time Performance**  
FYTD THREE-YEAR TREND  
goal ≥ target of 92%



### Key actions to improve performance

- ▶ Continue to incrementally improve service frequency by returning more 6000-series fleet to service
- ▶ Return to budgeted service frequencies once the root cause of 7000-series safety issues is identified and addressed
- ▶ Adjust running times to improve schedule adherence, and continue to monitor on-time terminal departures
- ▶ Continue to make critical repairs to rail infrastructure, ensuring it remains in a state of good repair



# METROBUS ON-TIME PERFORMANCE

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

**Through the third quarter of FY22, 77 percent of buses were on-time, meeting the target.**

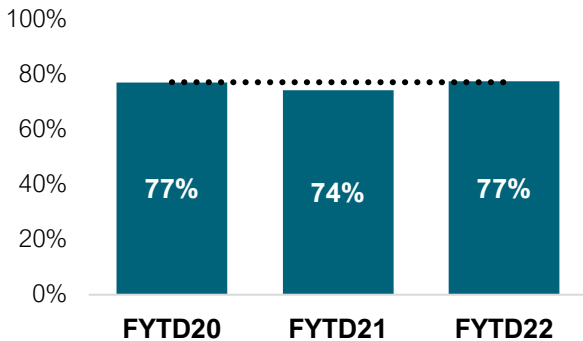
During the height of the Omicron wave in January 2022, 30 percent of Metrobus operators were out sick, an unprecedented occurrence. Metro adapted to the situation by switching to Saturday service on the weekdays for four weeks from January 10 through February 6. As a result, data systems on buses were not aligned with the service being run, and Metro was unable to collect OTP data for that period. Once regular service was re-established in early February, the target of 77 percent on-time performance was maintained for the rest of Q3.

## What caused buses to not be on-time?

**77.4%**

buses departed on-time

**Metrobus On-Time Performance**  
**FYTD THREE-YEAR TREND**  
 goal  $\geq$  target of 77%



**Early departures** lowered OTP by 10.3 percentage points in FYTD22

- ▶ **Changes in traffic patterns due to Covid continue to make scheduling a challenge.** As pandemic traffic patterns continue to fluctuate in unprecedented ways, it remains a challenge to use historic data and modeling to predict bus running times. Metro will continue to adjust both schedule planning and implementation to reduce buses running early

**Late departures** lowered OTP by 12.3 percentage points in FYTD22

- ▶ **Staff shortages caused missed trips.** Metro was unable to provide the weekday scheduled service during January due to the Omicron wave. Fewer trips were missed in February and March
- ▶ **Traffic is a key driver of late buses.** The percentage of late departures is highest in the PM peak when traffic is the heaviest and lowest in the early AM when traffic is lighter. Additionally, Friday and Saturday afternoons and evenings have more late departures than the rest of the week due to heavier traffic

## Key actions to sustain performance

- ▶ Focused campaign across the system to reduce early departures from terminal stations
- ▶ Spring schedule adjustment to account for increased traffic in keeping scheduled running times as accurate as possible
- ▶ Continue improving back-end data processes to ensure that customers receive accurate, up-to-date information about bus estimated arrivals

\*Note: Due to a data collection error, September 6, 2021, data are excluded from this report. Data from January 1 – February 6, 2022, are also excluded due to the issues during the Omicron wave described above



# METROACCESS ON-TIME PICKUP PERFORMANCE

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

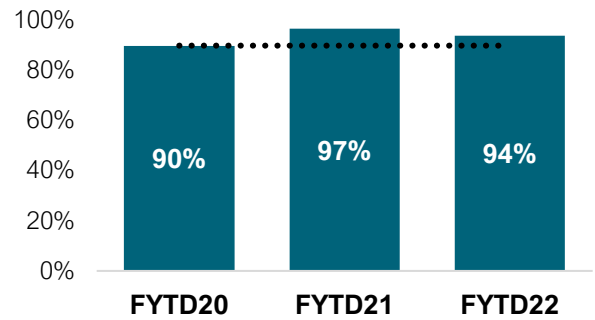
Through the third quarter of FY22, 94 percent of MetroAccess trips were on-time, exceeding the target of 90 percent.

Less traffic and reduced ridership (70 percent of pre-pandemic demand), coupled with ample vehicle resources given current levels of service demand, have led to strong on-time pick-up performance.

## Key actions to sustain performance

- ▶ Continue improving the accuracy of length-of-trip estimates by basing them on the fixed-route equivalent
- ▶ Continue to partner with the Operations Control Center contractor to proactively identify vehicles with increasing dwell times to prevent cascading delays and support vehicle arrival at the start of a customer's pick-up window, which promotes on-time pick-up performance
- ▶ Continue to dynamically adjust the system's scheduling parameters and leverage available taxi and alternative resources when trips are projected late throughout the day

**On-Time Pick-up Performance**  
**FYTD THREE-YEAR TREND**  
goal  $\geq$  target of 90%

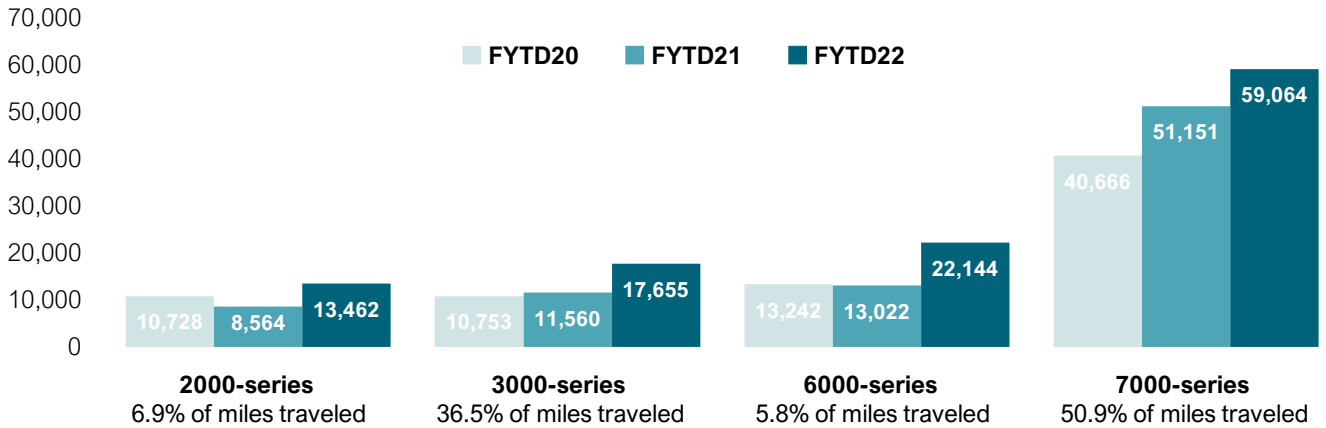


# RAIL FLEET RELIABILITY

**Rail Fleet Reliability** | 27,025 miles between failure  
 FY target | ≥ 22,000

**Railcar reliability exceeded target through the third quarter of FY22 thanks to strong performance during the first three months of the fiscal year when the 7000-series railcars were in service.**

Reliability fell below target during Q2 and Q3 after the 7000-series were removed from service in mid-October due to a railcar safety issue that led to a derailment. Metro’s oldest 2000- and 3000-series railcars provided the bulk of service in Q2 and Q3. Although the overall reliability of the older fleet falls below the target of 22,000 miles between failure, these railcars are delivering their best performance in decades thanks to stronger inspection and maintenance practices and engineering programs to address failure-prone components.



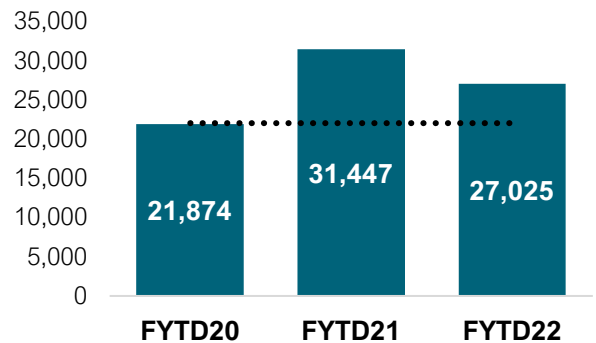
On October 18, 2021, the 7000-series railcars were removed from service due to a critical safety issue that led to a derailed train. In Q1 of FY22, the 7000-series railcars accounted for 90 percent of miles traveled. No 7000-series ran in Q3. The 7000-series are less prone to brake, door, propulsion and other failures that more commonly occur in the legacy fleet.

In November 2020 following a train separation safety incident, all 6000-series cars were removed from service in order to fully investigate the underlying factors and root causes. The 6000-series fleet are being gradually returned to passenger service after couplers are inspected and defects repaired, with 80 of the fleet of 184 placed in service by the end of March 2022.

## Key actions to sustain performance

- ▶ Identify and address the root cause of 7000-series wheel alignment issue, acquire technology to measure wheelsets, and implement a revised manual inspection protocol to safely return the fleet to service
- ▶ Continue safety-critical repairs to 6000-series couplers and return more cars to service
- ▶ Continue using reliability analysis and frequent inspections to ensure engineers prioritize problems causing the largest impacts
- ▶ Continue the Scheduled Maintenance Program for the 6000-series fleet and begin the program for the 7000-series
- ▶ Plan for the replacement of the 2000- and 3000-series in the next five years as they turn 40 years old and near the end of their useful life

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





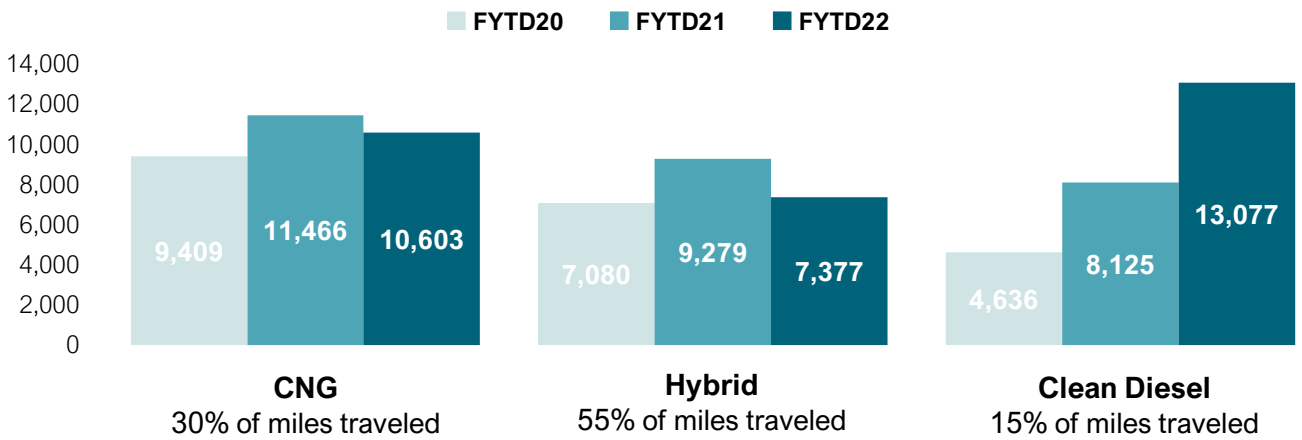
# BUS FLEET RELIABILITY

**Bus Fleet Reliability** | 8,830 miles between failure  
 FY target | ≥ 7,800

**Bus fleet performance exceeded target through the third quarter of FY22 despite supply chain challenges.**

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

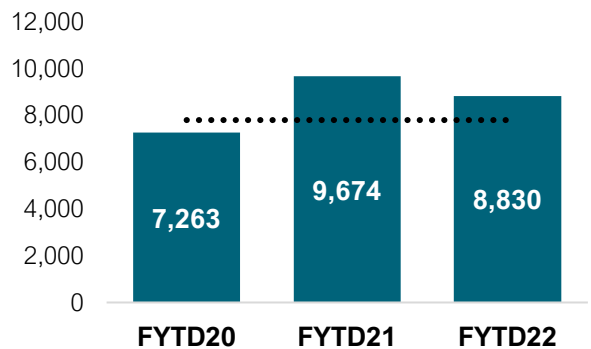
This Spring Bus Maintenance has begun to see the latent effects of the global supply chain issues. For the remainder of the fiscal year, slow delivery of parts will result in fewer midlife overhauls and longer repair times for buses that are vandalized or are involved in collisions. Staff will continue to strategize methods for keeping buses running safely and smoothly in the face of these challenges.



## Key actions to sustain performance

- ▶ Begin using updated component failure analysis reporting to examine which bus parts fail frequently, identify root causes, and implement strategies to improve frequent failures
- ▶ Conduct internal quality audits of preventive maintenance programs and service lane activities to identify areas of improvement
- ▶ Partner with Supply Chain Management and Procurement to engage suppliers using strategies to stay ahead of worldwide supply chain challenges attaining replacement parts and supplies

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



# METROACCESS FLEET RELIABILITY

**MetroAccess Fleet Reliability** | 22,310 miles between failure  
FY target |  $\geq 21,000$  miles

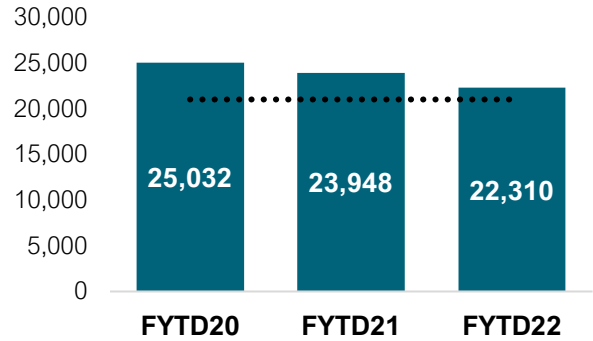
Through the third quarter of FY22, the MetroAccess fleet traveled an average 22,310 miles before experiencing a breakdown, exceeding the target of 21,000 miles.

MetroAccess has sustained high levels of reliability by consistently replacing vans at the end of their useful life. The 177 sedans introduced to the fleet over the past year have proven to be a safe and reliable alternative for most customers. After one year of service, they have shown few maintenance related issues.

## Key actions to sustain performance

- ▶ Add 50 sedans and 150 ramp-equipped minivans in FY23 to replace 200 aging vans
- ▶ Continue to focus on key initiatives to improve fleet reliability and good state of repair, to include preventive maintenance inspections and quarterly fleet audits

**MetroAccess Fleet Reliability**  
**FYTD THREE-YEAR TREND**  
goal  $\geq$  target of 21,000 miles



# ELEVATOR/ESCALATOR AVAILABILITY

## Elevator Availability | 97.6% available

FY target |  $\geq 96.8\%$

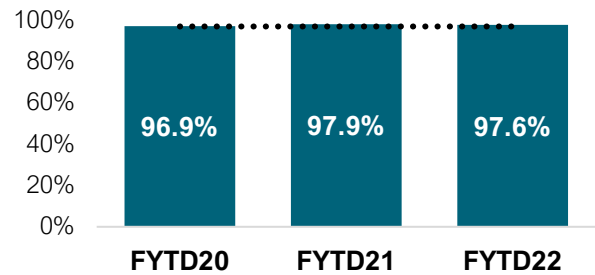
**For the first three quarters of FY22, elevators were available 97.6 percent of Metro’s operating hours, exceeding target and in line with the previous year’s performance.**

At any given time in the first three quarters of FY22, an average of seven of the 276 elevators in Metrorail stations were out of service. Slightly over half of the hours out of service was due to capital work, with the remaining hours out of service attributed to other work such as unit failures, related fixes, or preventive maintenance. Availability trended up throughout FY22—reaching 98.2 percent in March—driven by units being out of service for shorter amounts of time due to faster completion of work orders.

### Key actions to sustain performance

- ▶ Continue current elevator rehabilitation contract (94 out of 102 completed by the end of Q3)
- ▶ Finalize identification of 100 more units in need of replacement for the next contract. Technical evaluation will begin in Q4
- ▶ Continue to pilot a new preventive maintenance cadence on select units to help optimize staff productivity

**Elevator Availability**  
FYTD THREE-YEAR TREND  
goal  $\geq$  target of 96.8%



## Escalator Availability | 92.9% available

FY target |  $\geq 92.6\%$

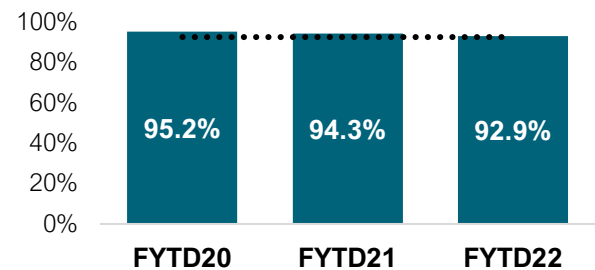
**For the first three quarters of FY22, escalators were available 92.9 percent of Metro’s operating hours, lower than the same period last year but still better than target.**

At any given time in the first three quarters of FY22, an average of 44 of the 616 escalators in Metrorail stations were out of service. With two active multi-year contracts to replace or repair more than 200 escalators across the system, outage hours caused by capital work have increased by 85 percent since the beginning of FY22, and now affect roughly 24 units at a time. This is also an increase relative to FY21, and one of the contributing factors in the slight drop in availability in FYTD22. Overall availability remained above target due to an upward trend in longer periods between failures. Newer units, lower ridership, and stronger work practices have helped drive the longer times between repairs.

### Key actions to sustain performance

- ▶ Continue multi-year contract to replace 130 escalators across the system, with 17 completed and nine in progress by the end of Q3 (work began in April 2021). Strategically schedule replacements to minimize outages during revenue hours
- ▶ Continue contract to rehabilitate 89 escalators, with 23 completed by the end of Q3 and seven in progress (work for this contract began in September 2020)
- ▶ Monitor the impact of strengthened standards for preventive maintenance scheduling on both staff time and asset performance

**Escalator Availability**  
FYTD THREE-YEAR TREND  
goal  $\geq$  target of 92.6%



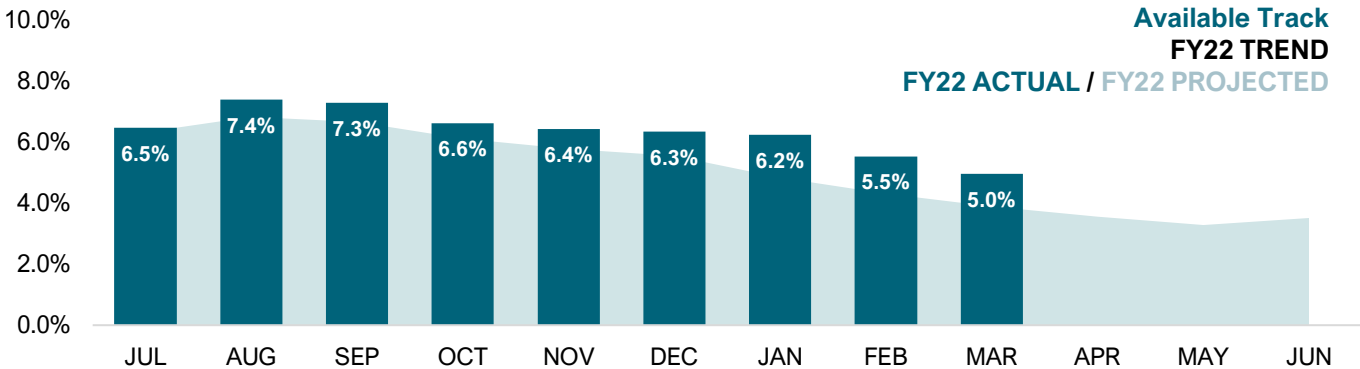
# AVAILABLE TRACK

**Available Track** | 5.0% under performance restriction  
 FYTD target | ≤ 3.9%

**Through the first three quarters of FY22, 5.0 percent of track was under performance restriction, 1.1 percentage points worse than target.**

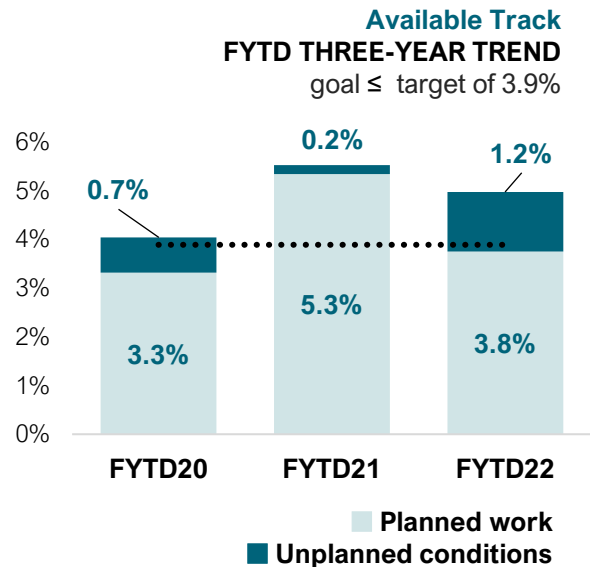
Performance restrictions include planned track work and unplanned condition-related speed restrictions. Planned track work associated with major capital programs is the main driver of unavailability, accounting for 3.8 percent of performance restrictions in FYTD22, 0.4 percentage point higher than the projection. There was a schedule delay for Rockville Canopy Replacement Project that closed Shady Grove and Rockville stations from September 11, 2021 – January 15, 2022. Major capital programs implemented in FY22 to date include the Platform Improvement Project that shut down all stations north of Fort Totten on the Green and Yellow Lines through the first week of September, and two projects on the Red Line to upgrade the tunnel ventilation system and repair platform canopies.

Unplanned condition-related speed restrictions were higher than expected. A manufacturing defect found in grand master switches required multiple speed restrictions in place between late August and mid-September. In November through January, multiple speed restrictions were implemented due to slippery rails caused by falling leaves. Metro's oldest railcars, which provide the bulk of service while the 7000-series railcars are sidelined, are most susceptible to wheel failures resulting from slippery rails.



## Key actions to improve performance

- ▶ Continue preventive maintenance and capital programs to keep unplanned restrictions low
- ▶ Bundle capital projects to minimize disruptions to passengers
- ▶ Complete capital projects on or ahead of schedule



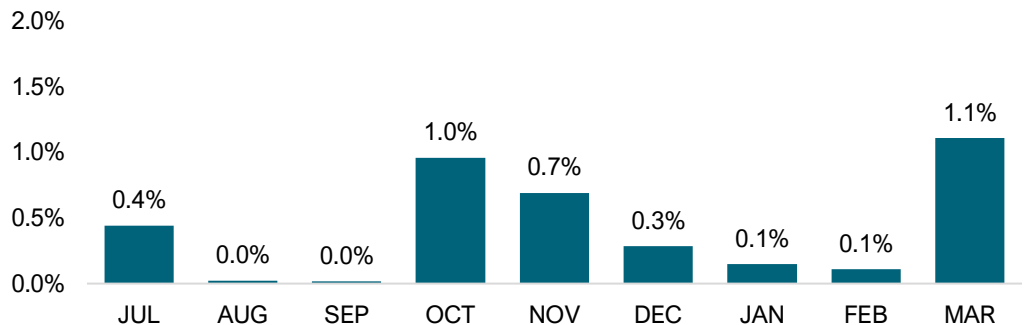
# CROWDING

## ● **Metrorail Crowding** | 0.5% of passenger travel time in crowded conditions No target

Through the first three quarter of FY22, 0.5 percent of passenger travel time was spent in crowded conditions (> 75 passenger per car, which is when all seats are occupied and about 10 customers are standing). For an average trip of 30 minutes, this means less than one minute is in crowded conditions.

Through February, crowding remained below thresholds despite reduced frequencies implemented in response to the October derailment and the removal of 7000-series trains from service. Crowding levels jumped to 1.1 percent in March. The Cherry Blossom season and other Spring activities brought large crowds of visitors. Metrorail also began to see some crowding at key downtown stations during morning and evening commutes as more offices began reopening in March. Metrorail has added train trips during the busiest times, reducing crowding levels by about 40 percent to meet the threshold of less than 75 passengers per car.

**Metrorail Crowding**  
FY22 TREND

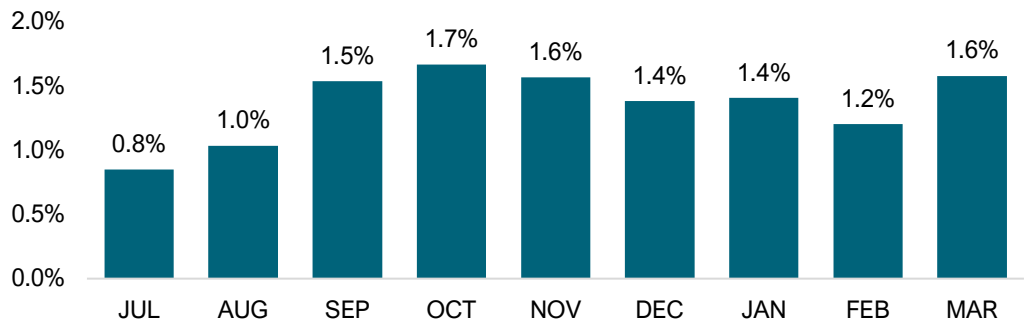


## ● **Metrobus Crowding** | 1.4% of bus stops encountered with > 30 passengers on the bus No target

Through the third quarter of FY22, 1.4 percent of bus stops were encountered by a bus with 30 or more passengers onboard. A standard size 40-foot bus has seats available for 40 passengers; any bus occupied at 75 percent or greater than seated capacity is deemed full.

Crowding fluctuated over the third quarter. Crowding occurred at about 1.4 percent of stops in January when service was reduced due to Covid-related employee absences. Service returned to normal levels in February, and crowding fell to 1.2 percent due to lower ridership related to the Omicron wave. Ridership rebounded in March, leading to a slight increase in crowding.

**Metrobus Crowding**  
FY22 TREND





# FINANCIAL RESPONSIBILITY PERFORMANCE

Summary and additional insights on FYTD measure results



# OPERATING FINANCIAL PERFORMANCE

Passenger revenues exceeded budget through Q3 FY22, driven by higher-than-anticipated ridership on both Bus and Rail. Operating expenses were also favorable (below budget). As a result, farebox recovery (the percentage of the operating budget covered by fares) and the operating cost per passenger trip performed better than expected.

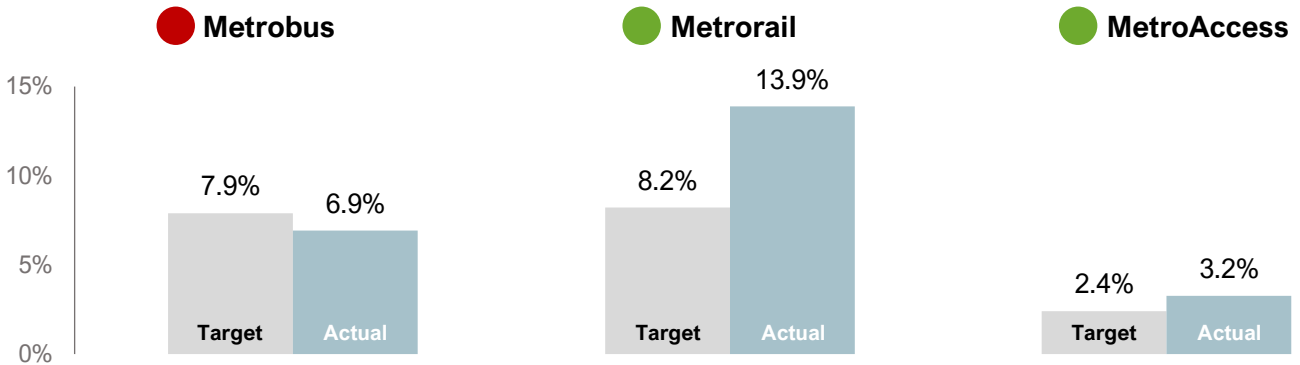
Operating expenses were \$1,400.8 million, \$144.4 million below budget. Operating revenues were \$182.1 million (excluding federal relief), \$24.2 million more than was budgeted and funding 13 percent of operating expenses. Total revenue was \$652.4 million including federal relief used as revenue replacement. Revenue losses from Covid-19 continue to impact ridership and non-passenger revenue. Although passenger revenue exceeded budget by \$41.6 million through the third quarter, it remains below pre-pandemic levels. These losses were further offset by federal relief funding and savings from capital cost allocation, services, paratransit and materials. Metro received total federal relief revenue totaling \$470.3 million, of which \$385.5 million was used to offset decreased revenue, and \$84.8 million replaced jurisdictional contributions that were reduced due to the pandemic. Metro's net subsidy<sup>1</sup> is on budget for the fiscal year.

<sup>1</sup> Includes \$84.8 million in federal relief for jurisdictional credits.

## Farebox Recovery Ratio

FY22 system-wide target: **7.6%** | FYTD performance: **10.6%**

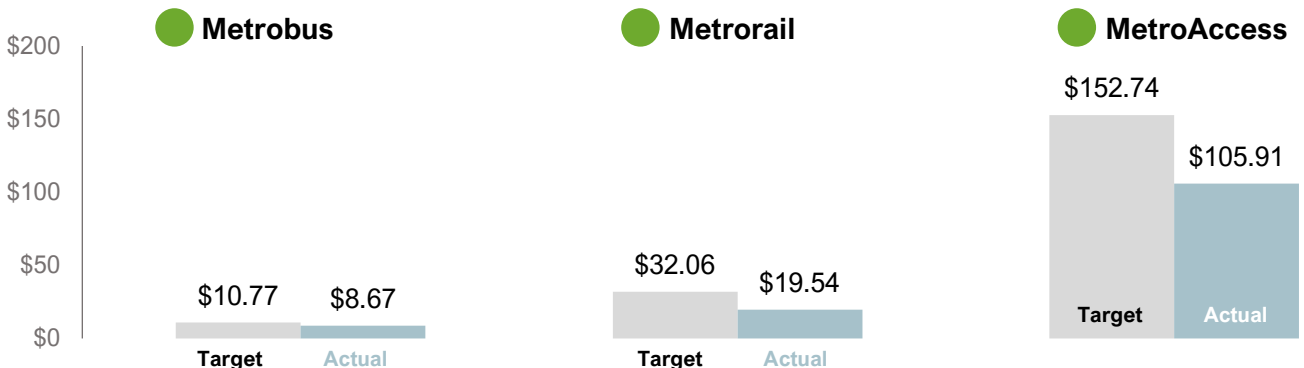
The ratio of passenger revenue divided by operating costs. This measure describes the portion of operating expenses covered by passenger fares. For this measure, a higher result than target is favorable ↑



## Operating Cost Per Passenger Trip

FY22 system-wide target: **\$20.00** | FYTD performance: **\$14.05**

The ratio of operating costs divided by passenger trips. This measure quantifies the full operating cost to provide each passenger trip. For this measure, a lower result than target is favorable ↓





# APPENDIX

Measure data tables  
Measure definitions





## RIDERSHIP

RIDERSHIP													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	27.1	25.7	26.3	29.0	24.5	24.4	25.4	24.1	14.4	2.7	2.9	4.4	230.9
FY2021	4.9	5.2	6.9	7.2	6.6	6.6	5.7	5.4	7.3	7.8	8.3	9.4	81.3
FY2022	10.7	10.6	12.2	12.8	11.3	11.1	8.1	9.7	13.2	N/A	N/A	N/A	99.7

RIDERSHIP   BY MODE														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY	
RAIL	Forecast	2.2	2.2	2.2	2.3	2.5	2.7	3.1	3.3	3.6	4.0	4.4	4.9	24.0
	<b>Actual</b>	<b>4.7</b>	<b>4.3</b>	<b>5.0</b>	<b>5.1</b>	<b>4.4</b>	<b>4.2</b>	<b>3.3</b>	<b>3.8</b>	<b>5.8</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>40.7</b>
BUS	Forecast	4.7	4.7	4.7	4.9	5.1	5.3	5.5	5.7	6.0	6.3	6.6	7.0	46.7
	Actual: Farebox	3.8	4.1	4.5	4.2	4.4	4.2	2.9	3.6	4.5	N/A	N/A	N/A	36.4
	Actual: Metro Operated Shuttle	0.2	0.0	0.1	0.1	0.1	0.1	0.0	0.0	0.0	N/A	N/A	N/A	0.7
	Actual: Contracted Shuttle	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	N/A	N/A	N/A	0.0
	Actual: APC	5.7	6.1	7.0	7.4	6.7	6.6	4.7	5.7	7.2	N/A	N/A	N/A	57.3
	<b>Actual: APC + Metro Shuttle</b>	<b>5.9</b>	<b>6.1</b>	<b>7.1</b>	<b>7.6</b>	<b>6.8</b>	<b>6.7</b>	<b>4.8</b>	<b>5.8</b>	<b>7.2</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>58.0</b>
ACCS	Forecast	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.9	
	<b>Actual</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>N/A</b>	<b>N/A</b>	<b>1.0</b>	
TOTAL	Forecast	7.0	7.0	7.0	7.3	7.6	8.0	8.7	9.2	9.8	10.4	11.2	12.1	71.6
	Actual: Farebox + Metro Shuttle	8.8	8.6	9.7	9.6	9.0	8.6	6.3	7.6	10.5	N/A	N/A	N/A	78.8
	Actual: Farebox + All Shuttle	8.8	8.6	9.7	9.6	9.0	8.6	6.3	7.6	10.5	N/A	N/A	N/A	78.8
	<b>Actual: APC + Metro Shuttle</b>	<b>10.7</b>	<b>10.6</b>	<b>12.2</b>	<b>12.8</b>	<b>11.3</b>	<b>11.1</b>	<b>8.1</b>	<b>9.7</b>	<b>13.2</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>99.7</b>

## SAFETY

PART I CRIMES PER MILLION PASSENGERS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	4.6	4.1	5.6	6.4	4.1	4.8	3.5	4.2	4.9	12.7	15.2	11.8	5.1
FY2021	11.1	13.2	8.4	8.2	8.4	8.3	6.8	7.0	6.3	5.8	7.1	7.3	7.9
FY2022	6.2	5.4	5.1	6.9	6.4	7.3	7.5	4.5	4.6	#VALUE!	N/A	N/A	5.9

PART I CRIMES													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	125	106	147	187	100	118	88	101	71	34	44	52	1,173
FY2021	54	69	58	59	55	55	39	38	46	45	59	69	646
FY2022	66	57	62	88	73	81	61	44	60	53	N/A	N/A	592



PART I CRIMES   BY TYPE													
FY2022	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>Property Crime</b>	<b>31</b>	<b>29</b>	<b>32</b>	<b>42</b>	<b>32</b>	<b>38</b>	<b>27</b>	<b>13</b>	<b>30</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>274</b>
Larceny	7	3	9	12	9	6	12	7	6	N/A	N/A	N/A	71
Larceny (Other)	23	22	21	29	21	28	15	4	22	N/A	N/A	N/A	185
Burglary	0	0	0	0	0	0	0	0	1	N/A	N/A	N/A	1
Motor Vehicle Theft	1	4	2	1	2	4	0	2	1	N/A	N/A	N/A	17
Attempted MV Theft	0	0	0	0	0	0	0	0	0	N/A	N/A	N/A	0
Arson	0	0	0	0	1	0	0	0	1	N/A	N/A	N/A	2
<b>Violent Crime</b>	<b>35</b>	<b>28</b>	<b>30</b>	<b>46</b>	<b>40</b>	<b>43</b>	<b>34</b>	<b>31</b>	<b>29</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>316</b>
Aggravated Assault	17	11	17	26	24	19	15	19	15	N/A	N/A	N/A	163
Rape	1	0	0	1	0	0	0	0	0	N/A	N/A	N/A	2
Robbery	17	17	13	19	16	24	19	12	14	N/A	N/A	N/A	151
<b>FY2021 Part I Crimes</b>	<b>66</b>	<b>57</b>	<b>62</b>	<b>88</b>	<b>72</b>	<b>81</b>	<b>61</b>	<b>44</b>	<b>59</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>590</b>
FY2021 Homicides	0	0	0	0	0	0	0	0	0	N/A	N/A	N/A	0

CUSTOMER INJURIES PER MILLION PASSENGERS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	1.8	1.4	1.9	1.5	2.0	2.2	1.5	1.9	1.5	3.4	3.5	3.0	1.8
FY2021	3.3	2.7	1.2	3.2	2.4	2.7	4.4	2.6	4.0	2.3	3.2	2.8	2.9
FY2022	3.7	1.4	2.0	1.7	2.6	1.6	2.6	2.6	2.0	N/A	N/A	N/A	2.2

METRORAIL CUSTOMER INJURIES PER MILLION PASSENGERS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2020</b>	<b>1.6</b>	<b>1.2</b>	<b>1.2</b>	<b>0.9</b>	<b>1.1</b>	<b>1.9</b>	<b>1.5</b>	<b>1.8</b>	<b>1.6</b>	<b>3.3</b>	<b>7.2</b>	<b>3.6</b>	<b>1.5</b>
Non-Preventable	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Preventable	1.6	1.2	1.2	0.9	1.1	1.9	1.5	1.8	1.6	3.3	7.2	3.6	1.5
<b>FY2021</b>	<b>3.1</b>	<b>2.2</b>	<b>1.8</b>	<b>2.6</b>	<b>4.3</b>	<b>2.1</b>	<b>6.0</b>	<b>3.2</b>	<b>5.1</b>	<b>2.5</b>	<b>3.8</b>	<b>2.8</b>	<b>3.3</b>
Non-Preventable	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Preventable	3.1	2.2	1.8	2.6	4.3	2.1	6.0	3.2	5.1	2.5	4.8	2.8	3.3
<b>FY2022</b>	<b>2.1</b>	<b>0.7</b>	<b>1.6</b>	<b>1.6</b>	<b>2.3</b>	<b>1.2</b>	<b>4.6</b>	<b>3.4</b>	<b>2.4</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>2.1</b>
Non-Preventable	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	N/A	N/A	N/A	0.0
Preventable	2.1	0.7	1.6	1.6	2.3	1.2	4.3	3.4	2.4	N/A	N/A	N/A	2.1

METROBUS CUSTOMER INJURIES PER MILLION PASSENGERS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2020</b>	<b>1.8</b>	<b>1.3</b>	<b>2.7</b>	<b>2.0</b>	<b>2.8</b>	<b>2.3</b>	<b>1.4</b>	<b>1.9</b>	<b>1.5</b>	<b>2.9</b>	<b>1.1</b>	<b>2.7</b>	<b>2.0</b>
Non-Preventable	1.3	1.0	1.2	1.0	1.7	1.8	1.0	1.4	0.9	1.7	0.0	1.0	1.2
Preventable	0.5	0.4	1.5	1.1	1.0	0.5	0.4	0.5	0.6	1.2	1.1	1.7	0.8



<b>FY2021</b>	<b>3.2</b>	<b>2.7</b>	<b>0.9</b>	<b>3.1</b>	<b>1.1</b>	<b>3.1</b>	<b>3.4</b>	<b>1.7</b>	<b>3.5</b>	<b>2.1</b>	<b>2.6</b>	<b>2.8</b>	<b>2.5</b>
Non-Preventable	1.6	1.3	3.1	7.0	4.0	8.6	4.8	0.8	3.0	1.7	2.8	3.7	1.6
Preventable	1.6	10.1	1.0	6.1	1.0	4.8	0.0	1.6	1.8	1.2	0.8	0.3	0.9
<b>FY2022</b>	<b>4.8</b>	<b>1.3</b>	<b>2.1</b>	<b>1.5</b>	<b>2.3</b>	<b>1.5</b>	<b>0.8</b>	<b>1.6</b>	<b>1.7</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>1.9</b>
Non-Preventable	2.6	0.7	1.7	0.8	1.3	1.2	0.4	0.5	1.0	N/A	N/A	N/A	1.1
Preventable	2.2	0.7	0.4	0.7	1.0	0.1	0.4	1.0	0.3	N/A	N/A	N/A	0.7

<b>METROACCESS CUSTOMER INJURIES PER 100,000 PASSENGERS</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2020</b>	<b>2.5</b>	<b>2.0</b>	<b>1.6</b>	<b>1.9</b>	<b>3.3</b>	<b>1.7</b>	<b>0.6</b>	<b>1.2</b>	<b>0.0</b>	<b>2.0</b>	<b>1.9</b>	<b>0.0</b>	<b>1.7</b>
Non-Preventable	1.0	1.0	1.6	1.4	3.3	1.2	0.6	0.6	0.0	2.0	0.0	0.0	1.2
Preventable	1.5	1.0	0.0	0.5	0.0	0.6	0.0	0.6	0.0	0.0	1.9	0.0	0.5
<b>FY2021</b>	<b>1.3</b>	<b>1.3</b>	<b>0.0</b>	<b>2.2</b>	<b>2.4</b>	<b>0.0</b>	<b>1.3</b>	<b>2.6</b>	<b>0.0</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>	<b>1.0</b>
Non-Preventable	1.3	0.0	0.0	0.0	0.0	0.0	0.0	2.6	0.0	1.0	0.0	0.0	0.4
Preventable	0.0	1.3	0.0	2.2	2.4	0.0	1.3	0.0	0.0	0.0	1.0	0.0	0.7
<b>FY2022</b>	<b>0.9</b>	<b>3.6</b>	<b>0.9</b>	<b>2.5</b>	<b>2.7</b>	<b>2.8</b>	<b>2.5</b>	<b>3.1</b>	<b>0.9</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>2.2</b>
Non-Preventable	0.0	2.7	0.9	1.7	2.7	2.8	2.5	0.0	0.0	N/A	N/A	N/A	1.4
Preventable	0.9	0.9	0.0	0.8	0.0	0.0	0.0	3.1	0.9	N/A	N/A	N/A	0.7

<b>CUSTOMER INJURIES</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	50	36	51	43	49	53	37	46	22	9	10	13	419
FY2021	16	14	8	23	16	18	25	14	29	18	29	26	236
FY2022	39	15	24	22	29	18	21	25	27	N/A		N/A	220

<b>METRORAIL CUSTOMER INJURIES</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2020</b>	<b>26</b>	<b>18</b>	<b>19</b>	<b>16</b>	<b>16</b>	<b>26</b>	<b>22</b>	<b>25</b>	<b>12</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>195</b>
Non-Preventable	0	0	0	0	0	0	0	0	0	0	0	0	0
Preventable	26	18	19	16	16	26	22	25	12	3	7	5	195
<b>FY2021</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>11</b>	<b>6</b>	<b>13</b>	<b>7</b>	<b>15</b>	<b>11</b>	<b>95</b>
Non-Preventable	0	0	0	0	0	0	0	0	0	0	0	0	0
Preventable	5	4	4	6	9	4	11	6	13	7	15	11	95
<b>FY2022</b>	<b>10</b>	<b>3</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>14</b>	<b>13</b>	<b>14</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>86</b>
Non-Preventable	0	0	0	0	0	0	0	0	0	N/A	N/A	N/A	0
Preventable	10	3	8	9	10	5	14	13	14	N/A	N/A	N/A	86

<b>METROBUS CUSTOMER INJURIES</b>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY



<b>FY2020</b>	<b>19</b>	<b>14</b>	<b>29</b>	<b>23</b>	<b>27</b>	<b>24</b>	<b>14</b>	<b>19</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>194</b>
Non-Preventable	14	10	13	11	17	19	10	14	6	3	0	3	120
Preventable	5	4	16	12	10	5	4	5	4	2	2	5	74
<b>FY2021</b>	<b>10</b>	<b>9</b>	<b>4</b>	<b>15</b>	<b>5</b>	<b>14</b>	<b>13</b>	<b>6</b>	<b>16</b>	<b>10</b>	<b>13</b>	<b>15</b>	<b>130</b>
Non-Preventable	5	8	1	7	1	5	0	4	6	4	3	1	45
Preventable	5	1	3	8	4	9	13	2	10	6	10	14	85
<b>FY2022</b>	<b>16</b>	<b>5</b>	<b>12</b>	<b>8</b>	<b>11</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>75</b>
Non-Preventable	15	4	12	6	9	8	2	3	7	N/A	N/A	N/A	66
Preventable	1	1	0	2	2	0	1	2	0	N/A	N/A	N/A	9

**METROACCESS CUSTOMER INJURIES**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2020</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>30</b>
Non-Preventable	2	2	3	3	6	2	1	1	0	1	0	0	21
Preventable	3	2	0	1	0	1	0	1	0	0	1	0	9
<b>FY2021</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>11</b>
Non-Preventable	1	0	0	0	0	0	0	2	0	1	0	0	4
Preventable	0	1	0	2	2	0	1	0	0	0	1	0	7
<b>FY2022</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>21</b>
Non-Preventable	0	3	1	2	3	3	2	0	0	N/A	N/A	N/A	14
Preventable	1	1	0	1	0	0	0	3	1	N/A	N/A	N/A	7

**EMPLOYEE INJURIES PER 200,000 WORK HOURS**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	7.0	8.7	6.5	8.1	5.7	5.6	6.7	4.8	4.2	1.7	2.1	1.7	5.5
FY2021	4.1	2.9	4.7	5.3	4.5	6.0	5.4	6.9	5.5	6.8	7.8	8.2	5.7
FY2022	7.3	7.4	5.7	7.5	7.1	7.3	7.1	5.4	5.2	N/A	N/A	N/A	6.6

**RAIL SYSTEM EMPLOYEE INJURIES PER 200,000 WORK HOURS**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2020</b>	<b>3.7</b>	<b>5.2</b>	<b>3.5</b>	<b>4.0</b>	<b>2.5</b>	<b>2.9</b>	<b>2.7</b>	<b>3.4</b>	<b>3.1</b>	<b>1.5</b>	<b>0.9</b>	<b>1.1</b>	<b>3.0</b>
Non-Preventable	1.7	1.0	0.8	1.1	0.6	1.0	0.8	0.6	1.1	0.3	0.6	0.6	0.9
Preventable	1.9	4.3	2.6	2.9	1.9	1.9	1.9	2.7	2.0	1.2	0.3	0.6	2.1
<b>FY2021</b>	<b>1.5</b>	<b>2.0</b>	<b>3.6</b>	<b>3.5</b>	<b>3.0</b>	<b>4.5</b>	<b>2.7</b>	<b>4.2</b>	<b>4.0</b>	<b>3.4</b>	<b>4.2</b>	<b>2.8</b>	<b>3.3</b>
Non-Preventable	0.0	0.2	0.6	1.0	1.1	1.9	0.9	1.1	1.6	0.9	2.0	1.3	1.1
Preventable	1.5	1.7	3.0	2.5	1.8	2.5	1.8	3.1	2.4	2.6	2.2	1.5	2.2
<b>FY2022</b>	<b>3.7</b>	<b>3.0</b>	<b>3.1</b>	<b>4.7</b>	<b>3.3</b>	<b>4.0</b>	<b>6.3</b>	<b>3.8</b>	<b>2.0</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>3.7</b>
Non-Preventable	2.2	1.3	0.7	1.7	1.8	1.8	3.3	1.3	0.2	N/A	N/A	N/A	1.6
Preventable	1.5	1.7	2.4	3.0	1.5	2.2	3.1	2.5	1.8	N/A	N/A	N/A	2.2





BUS EMPLOYEE INJURIES PER 200,000 WORK HOURS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2020</b>	<b>13.3</b>	<b>15.2</b>	<b>11.2</b>	<b>13.4</b>	<b>8.4</b>	<b>11.3</b>	<b>15.3</b>	<b>7.8</b>	<b>8.0</b>	<b>2.5</b>	<b>4.1</b>	<b>3.4</b>	<b>10.2</b>
Non-Preventable	8.2	7.9	4.6	6.8	5.1	6.1	8.4	5.1	4.2	1.0	1.0	1.9	5.5
Preventable	5.1	7.3	6.6	6.5	3.4	5.2	6.9	2.7	3.8	1.5	3.0	1.5	4.7
<b>FY2021</b>	<b>7.6</b>	<b>6.5</b>	<b>8.0</b>	<b>8.6</b>	<b>8.7</b>	<b>10.6</b>	<b>11.6</b>	<b>14.2</b>	<b>9.3</b>	<b>15.0</b>	<b>15.9</b>	<b>16.3</b>	<b>11.2</b>
Non-Preventable	4.5	2.6	3.6	4.8	6.0	6.2	4.2	7.5	5.2	8.1	9.3	9.9	6.1
Preventable	3.0	3.9	4.4	3.7	2.8	4.4	7.3	6.7	4.1	7.0	6.7	6.4	5.1
<b>FY2022</b>	<b>16.1</b>	<b>16.3</b>	<b>11.3</b>	<b>13.5</b>	<b>13.7</b>	<b>14.7</b>	<b>10.3</b>	<b>10.2</b>	<b>11.0</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>13.0</b>
Non-Preventable	7.7	10.0	7.9	9.8	9.2	9.2	7.8	7.0	8.8	N/A	N/A	N/A	8.6
Preventable	8.4	6.2	3.4	3.7	4.4	5.5	2.5	3.2	2.1	N/A	N/A	N/A	4.4

CONTRACTOR INJURIES PER 200,000 WORK HOURS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2021</b>	<b>0.0</b>	<b>0.8</b>	<b>1.4</b>	<b>1.4</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>2.0</b>	<b>0.0</b>	<b>1.4</b>	<b>0.0</b>	<b>1.2</b>	<b>0.7</b>
<b>FY2022</b>	<b>0.8</b>	<b>0.0</b>	<b>4.4</b>	<b>0.0</b>	<b>0.0</b>	<b>4.9</b>	<b>2.3</b>	<b>4.3</b>	<b>1.5</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>1.6</b>

FATALITIES			
	Metrorail	Metrobus	MetroAccess
FY2020			
FY2021	3	3	0
FYTD2022	0	2	0

NTD BUS COLLISIONS PER MILLION MILES													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2020</b>	<b>3.5</b>	<b>4.0</b>	<b>4.5</b>	<b>4.3</b>	<b>4.0</b>	<b>3.3</b>	<b>2.9</b>	<b>3.4</b>	<b>3.7</b>	<b>1.8</b>	<b>1.8</b>	<b>3.4</b>	<b>3.5</b>
Non-Preventable	2.1	1.9	2.2	2.1	1.6	2.3	2.2	2.1	1.0	1.2	0.6	2.8	1.9
Preventable	1.4	2.1	2.2	2.1	2.4	1.0	0.7	1.3	2.7	0.6	1.2	0.6	1.6
<b>FY2021</b>	<b>2.7</b>	<b>4.7</b>	<b>2.2</b>	<b>2.7</b>	<b>1.9</b>	<b>3.5</b>	<b>3.5</b>	<b>2.1</b>	<b>1.1</b>	<b>2.1</b>	<b>2.8</b>	<b>4.7</b>	<b>2.8</b>
Non-Preventable	1.6	2.5	0.9	1.5	1.6	2.1	2.6	1.4	0.6	1.2	2.2	3.7	1.8
Preventable	1.1	2.1	1.2	1.2	0.3	1.5	1.0	0.7	0.6	0.9	0.6	0.9	1.0
<b>FY2022</b>	<b>4.6</b>	<b>4.0</b>	<b>3.6</b>	<b>2.8</b>	<b>4.7</b>	<b>2.8</b>	<b>3.0</b>	<b>3.5</b>	<b>2.7</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>3.5</b>
Non-Preventable	3.2	3.2	2.8	1.0	3.2	2.1	2.4	1.7	2.0	N/A	N/A	N/A	2.4
Preventable	1.3	0.8	0.8	1.8	1.6	0.8	0.7	1.7	0.7	N/A	N/A	N/A	1.1

RAIL COLLISIONS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	1	2	0	2	0	0	1	2	0	2	0	0	10



FY2021	0	1	0	1	0	0	0	0	1	0	0	0	3
FY2022	1	0	0	0	2	0	0	0	0	N/A	N/A	N/A	3

**DERAILMENTS**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2020</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
Trains Carrying Customers	0	0	0	0	0	0	0	0	0	0	0	0	0
Trains with No Customers	0	0	0	0	0	0	0	0	0	0	0	0	0
Roadway Maintenance Machine	1	2	1	0	0	0	0	1	0	0	0	0	5
<b>FY2021</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>
Trains Carrying Customers	1	0	0	0	0	0	0	0	0	0	0	0	1
Trains with No Customers	0	0	0	0	0	0	0	0	0	0	0	0	0
Roadway Maintenance Machine	1	0	0	0	0	0	0	0	1	1	0	0	3
<b>FY2022</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>2</b>
Trains Carrying Customers	0	0	0	1	0	0	0	0	0	N/A	N/A	N/A	1
Trains with No Customers	0	0	0	0	0	0	0	0	0	N/A	N/A	N/A	0
Roadway Maintenance Machine	0	0	0	1	0	0	0	0	0	N/A	N/A	N/A	1

**FIRE INCIDENTS**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
<b>FY2020</b>	<b>8</b>	<b>6</b>	<b>12</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>66</b>
Non-Electrical	4	4	10	5	5	1	1	1	3	0	1	2	37
Cable	0	2	0	0	0	0	0	0	0	0	0	0	2
Arcing Insulator	4	0	1	1	1	4	1	2	0	1	6	4	25
Train Component	0	0	1	0	0	0	0	0	0	0	0	0	1
Station Component	0	0	0	1	0	0	0	0	0	0	0	0	1
<b>FY2021</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>35</b>
Non-Electrical	1	0	1	3	3	1	3	1	1	0	1	1	16
Cable	0	0	0	0	0	0	0	0	0	0	1	0	1
Arcing Insulator	2	1	2	0	0	0	0	1	0	1	1	3	11
Train Component	0	0	0	0	0	0	0	1	0	0	0	0	1
Station Component	1	0	0	0	1	1	0	2	1	0	0	0	6
<b>FY2022</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>30</b>
Non-Electrical	5	1	1	0	8	1	2	1	1	N/A	N/A	N/A	20
Cable	0	0	0	0	0	0	0	0	0	N/A	N/A	N/A	0
Arcing Insulator	1	4	0	1	0	0	1	2	1	N/A	N/A	N/A	10
Train Component	0	0	0	0	1	0	0	0	0	N/A	N/A	N/A	1
Station Component	0	0	0	0	0	0	0	0	0	N/A	N/A	N/A	0



RED SIGNAL OVERRUNS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	2	0	1	3	2	1	0	0	3	0	1	1	14
FY2021	1	0	2	1	2	4	0	1	0	0	0	0	11
FY2022	1	1	1	1	0	0	0	0	0	N/A	N/A	N/A	4



## SERVICE RELIABILITY

MYTRIPTIME RAIL CUSTOMER ON-TIME PERFORMANCE													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	89%	90%	89%	90%	90%	89%	92%	92%	92%	96%	96%	91%	90%
FY2021	93%	92%	91%	90%	90%	90%	89%	91%	93%	94%	89%	91%	91%
FY2022	91%	92%	92%	74%	67%	72%	67%	72%	75%	N/A	N/A	N/A	78%

MYTRIPTIME RAIL CUSTOMER ON-TIME PERFORMANCE   BY LINE													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Red Line	92%	95%	93%	80%	71%	74%	71%	75%	80%	N/A	N/A	N/A	82%
Blue Line	84%	85%	87%	65%	59%	66%	61%	69%	70%	N/A	N/A	N/A	72%
Orange Line	86%	86%	90%	67%	61%	68%	63%	68%	71%	N/A	N/A	N/A	74%
Green Line	95%	96%	94%	81%	74%	78%	72%	74%	75%	N/A	N/A	N/A	82%
Yellow Line	92%	93%	89%	72%	65%	69%	65%	69%	71%	N/A	N/A	N/A	76%
Silver Line	88%	88%	92%	68%	66%	72%	66%	74%	76%	N/A	N/A	N/A	77%

MYTRIPTIME RAIL CUSTOMER ON-TIME PERFORMANCE   BY TIME PERIOD													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
AM Rush [5AM-9:30AM]	94%	96%	95%	71%	64%	70%	66%	73%	74%	N/A	N/A	N/A	79%
Midday [9:30AM-3PM]	90%	91%	90%	70%	60%	66%	61%	68%	69%	N/A	N/A	N/A	75%
PM Rush [3PM-7PM]	91%	93%	92%	69%	58%	63%	60%	67%	70%	N/A	N/A	N/A	74%
Evening [7PM-9:30PM]	93%	92%	95%	79%	76%	79%	75%	81%	82%	N/A	N/A	N/A	84%
Late Night [9:30PM-12AM]	94%	95%	96%	88%	87%	90%	86%	86%	90%	N/A	N/A	N/A	90%
Weekend	86%	87%	90%	82%	79%	84%	76%	77%	83%	N/A	N/A	N/A	83%

METROBUS ON-TIME PERFORMANCE													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	78%	78%	74%	75%	76%	78%	78%	78%	78%	N/A	N/A	N/A	77%
FY2021	75%	75%	75%	75%	74%	74%	73%	72%	76%	78%	78%	78%	75%
FY2022	78%	78%	77%	77%	77%	77%	N/A	77%	77%	N/A	N/A	N/A	77%

METROBUS ON-TIME PERFORMANCE   BY TIME PERIOD													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
AM Early [4AM-6AM]	84%	84%	84%	84%	84%	84%	N/A	82%	84%	N/A	N/A	N/A	84%
AM Peak [6AM-9AM]	81%	80%	80%	80%	80%	80%	N/A	79%	81%	N/A	N/A	N/A	80%
Midday [9AM-3PM]	79%	78%	79%	78%	78%	77%	N/A	78%	78%	N/A	N/A	N/A	78%
PM Peak [3PM-7PM]	75%	74%	72%	72%	72%	72%	N/A	73%	72%	N/A	N/A	N/A	73%
Early Night [7PM-11PM]	79%	79%	78%	77%	79%	79%	N/A	78%	78%	N/A	N/A	N/A	78%



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

**METROBUS ON-TIME PERFORMANCE | BY SERVICE TYPE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
12-minute	N/A	N/A	N/A	76%	77%	76%	N/A	76%	76%	N/A	N/A	N/A	76%
20-minute	N/A	N/A	N/A	79%	79%	79%	N/A	78%	79%	N/A	N/A	N/A	79%
All Other Service	78%	78%	77%	77%	77%	77%	N/A	77%	78%	N/A	N/A	N/A	78%
Early	11%	10%	9%	10%	10%	10%	N/A	12%	10%	N/A	N/A	N/A	10%
Late	11%	12%	13%	13%	12%	13%	N/A	11%	13%	N/A	N/A	N/A	12%

**METROACCESS ON-TIME PICK-UP PERFORMANCE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	89%	89%	87%	88%	90%	91%	91%	91%	93%	97%	97%	97%	91%
FY2021	97%	97%	97%	97%	97%	96%	97%	96%	96%	96%	95%	95%	96%
FY2022	96%	94%	93%	92%	93%	93%	94%	95%	94%	N/A	N/A	N/A	94%

**RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN DELAY**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	144,510	188,206	292,729	192,718	211,038	237,499	244,666	416,767	817,083	343,530	342,375	350,532	245,476
FY2021	257,108	229,463	198,095	237,311	222,876	296,163	381,439	390,774	468,012	668,798	573,704	383,009	314,389
FY2022	340,119	418,982	287,612	148,861	82,266	164,348	99,116	86,313	100,168	N/A	N/A	N/A	159,216

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
2000 series	N/A	N/A	N/A	34,528	75,209	134,235	56,756	79,972	49,778	N/A	N/A	N/A	69,873
3000 series	193,376	78,392	110,597	76,202	74,569	191,051	106,605	79,706	105,834	N/A	N/A	N/A	98,731
6000 series	N/A	N/A	N/A	18,326	N/A	131,946	171,271	162,777	328,850	N/A	N/A	N/A	153,622
7000 series	369,468	608,199	374,862	449,761	N/A	128,013	N/A	N/A	N/A	N/A	N/A	N/A	415,720

**RAIL FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	15,344	19,374	20,799	20,998	20,784	23,425	26,760	24,142	37,567	94,471	81,518	68,396	24,010
FY2021	48,762	27,890	13,882	34,393	31,244	33,847	44,584	57,893	54,420	54,820	58,433	48,956	35,208
FY2022	44,044	36,892	53,188	28,658	14,145	21,144	20,179	19,878	18,379	N/A	N/A	N/A	27,025

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
2000 series	N/A	N/A	N/A	6,278	8,631	15,609	17,027	19,304	13,576	N/A	N/A	N/A	13,462
3000 series	13,813	10,888	18,781	14,037	15,109	23,158	19,224	19,927	18,719	N/A	N/A	N/A	17,655





6000 series	N/A	N/A	22,630	5,727	41,144	18,849	34,254	20,347	24,359	N/A	N/A	N/A	22,144
7000 series	57,134	44,502	73,343	78,219	N/A	32,003	N/A	N/A	N/A	N/A	N/A	N/A	59,064

**BUS FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	6,166	6,001	6,066	7,006	7,788	8,527	8,533	7,785	10,506	12,758	14,028	10,310	7,652
FY2021	8,609	8,491	9,599	9,081	9,555	10,394	10,944	10,821	9,494	8,838	7,860	7,310	9,151
FY2022	7,836	8,121	8,554	8,163	8,716	9,696	12,188	9,111	8,889	N/A	N/A	N/A	8,830

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
CNG	9,557	9,690	11,482	11,144	11,045	11,538	13,855	10,231	8,710	N/A	N/A	N/A	10,603
HYBRID	7,070	7,038	6,646	6,363	7,306	8,304	10,400	7,640	7,581	N/A	N/A	N/A	7,377
CLEAN DIESEL	8,699	11,225	15,449	14,167	11,676	13,447	16,086	13,923	14,561	N/A	N/A	N/A	13,077

**METROACCESS FLEET RELIABILITY: MEAN DISTANCE BETWEEN FAILURE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	23,823	24,162	26,297	25,137	22,691	21,738	23,118	29,861	35,570	34,626	34,362	22,851	25,462
FY2021	18,965	18,589	22,287	34,104	25,943	30,214	28,870	17,219	28,400	24,075	29,110	20,580	23,951
FY2022	28,099	20,742	25,017	28,625	18,969	22,543	18,339	19,438	21,998	N/A	N/A	N/A	22,310

**ELEVATOR AVAILABILITY**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	96%	97%	97%	98%	97%	97%	97%	97%	96%	97%	98%	98%	97%
FY2021	97%	98%	97%	97%	98%	98%	98%	99%	99%	99%	99%	99%	98%
FY2022	97%	97%	96%	98%	98%	98%	98%	98%	98%	N/A	N/A	N/A	98%

**ESCALATOR AVAILABILITY**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	94%	94%	94%	95%	95%	96%	96%	96%	97%	96%	96%	94%	95%
FY2021	94%	94%	94%	95%	94%	94%	94%	95%	95%	95%	96%	96%	95%
FY2022	94%	93%	93%	93%	93%	94%	93%	92%	92%	N/A	N/A	N/A	93%

**AVAILABLE TRACK**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	10.0%	10.7%	10.7%	0.5%	2.3%	2.0%	0.1%	0.1%	0.1%	0.1%	0.0%	18.9%	4.6%
FY2021	18.8%	22.2%	4.7%	0.0%	0.6%	0.8%	0.1%	0.1%	2.4%	3.1%	4.7%	6.5%	5.3%
FY2022	6.5%	8.3%	7.0%	4.6%	5.7%	5.9%	5.6%	0.7%	0.4%	N/A	N/A	N/A	5.0%



OFFLOADS													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	96	62	93	61	69	75	71	70	44	9	24	15	689
FY2021	15	30	49	37	41	41	27	31	25	22	27	29	374
FY2022	43	34	31	50	55	42	50	42	49	N/A	N/A	N/A	396

METRORAIL CROWDING													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020 [>23 passengers per car]	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0%	0.2%	0.2%	0.2%	0.1%
FY2021 [>23 passengers per car]	0.8%	0.2%	0.1%	0.0%	0.5%	0.1%	1.3%	0.1%	0.1%	0.1%	1.1%	2.2%	0.6%
FY2022 [>75 passengers per car]	0.4%	0.0%	0.0%	1.0%	0.7%	0.3%	0.1%	0.1%	1.1%	N/A	N/A	N/A	0.5%

METRORAIL CROWDING   BY LINE													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Red Line	0.3%	0.0%	0.0%	1.5%	1.2%	0.7%	0.2%	0.3%	1.2%	N/A	N/A	N/A	0.7%
Blue Line	0.4%	0.0%	0.0%	0.5%	0.5%	0.0%	0.1%	0.0%	0.8%	N/A	N/A	N/A	0.3%
Orange Line	0.5%	0.0%	0.0%	0.8%	0.8%	0.2%	0.1%	0.0%	2.0%	N/A	N/A	N/A	0.6%
Green Line	1.0%	0.2%	0.1%	1.0%	0.2%	0.2%	0.0%	0.1%	0.8%	N/A	N/A	N/A	0.4%
Yellow Line	0.5%	0.0%	0.0%	0.7%	0.2%	0.0%	0.2%	0.0%	1.1%	N/A	N/A	N/A	0.3%
Silver Line	0.3%	0.0%	0.0%	0.4%	0.5%	0.0%	0.1%	0.0%	0.5%	N/A	N/A	N/A	0.2%

METRORAIL CROWDING   BY TIME PERIOD													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
Weekday	0.1%	0.0%	0.0%	1.2%	0.8%	0.4%	0.2%	0.1%	1.2%	N/A	N/A	N/A	0.5%
AM Rush [5AM-9:30AM]	0.1%	0.0%	0.0%	1.3%	0.9%	0.5%	0.0%	0.1%	1.5%	N/A	N/A	N/A	0.6%
Midday [9:30AM-3PM]	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	N/A	N/A	0.0%
PM Rush [3PM-7PM]	0.1%	0.0%	0.0%	2.1%	1.6%	0.6%	0.4%	0.3%	2.1%	N/A	N/A	N/A	0.9%
Evening [7PM-9:30PM]	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	N/A	N/A	N/A	0.1%
Late Night [9:30PM-12AM]	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	N/A	N/A	0.0%
Weekend	0.3%	0.1%	0.0%	0.4%	0.3%	0.0%	0.1%	0.0%	0.8%	N/A	N/A	N/A	0.3%

METROBUS CROWDING													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020 [>20 passengers per 40' bus]	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6.3%	2.2%	3.0%	5.3%	3.9%
FY2021 [>20 passengers per 40' bus]	6.7%	4.8%	3.2%	3.7%	3.4%	3.3%	2.1%	2.1%	2.6%	3.1%	3.8%	4.2%	3.5%
FY2022 [>30 passengers per 40' bus]	0.8%	1.0%	1.5%	1.7%	1.6%	1.4%	1.4%	1.2%	1.6%	N/A	N/A	N/A	1.4%

METROBUS CROWDING   BY TIME PERIOD													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY



Weekday	0.8%	1.0%	1.8%	1.9%	1.8%	1.6%	2.0%	1.5%	1.8%	N/A	N/A	N/A	1.6%
AM Early [4AM-6AM]	0.5%	0.6%	0.7%	0.7%	0.6%	0.5%	2.1%	0.7%	0.5%	N/A	N/A	N/A	0.7%
AM Peak [6AM-9AM]	0.5%	0.8%	2.6%	2.5%	2.4%	1.9%	3.1%	1.9%	2.3%	N/A	N/A	N/A	1.9%
Midday [9AM-3PM]	1.1%	1.2%	1.4%	0.4%	0.2%	0.3%	0.2%	0.2%	1.5%	N/A	N/A	N/A	1.0%
PM Peak [3PM-7PM]	1.2%	1.6%	2.8%	0.2%	0.2%	0.3%	0.1%	0.2%	3.0%	N/A	N/A	N/A	1.9%
Early Night [7PM-11PM]	0.4%	0.4%	0.3%	1.6%	1.6%	1.6%	1.6%	1.2%	0.4%	N/A	N/A	N/A	1.2%
Late Night [11PM-4AM]	0.4%	0.3%	0.2%	3.3%	3.1%	2.5%	3.5%	2.5%	0.3%	N/A	N/A	N/A	2.6%
Weekend	0.9%	1.1%	0.7%	0.9%	0.8%	0.7%	0.3%	0.5%	0.7%	N/A	N/A	N/A	0.7%

METRORAIL CUSTOMER SATISFACTION RATING*				
	Q1	Q2	Q3	Q4
FY2020	79%	83%	85%	N/A
FY2021	N/A	N/A	N/A	91%
FY2022	91%	73%	68%	N/A

METROBUS CUSTOMER SATISFACTION RATING*				
	Q1	Q2	Q3	Q4
FY2020	76%	79%	76%	N/A
FY2021	64%	84%	88%	81%
FY2022	87%	72%	64%	N/A

## FINANCIAL RESPONSIBILITY

OPERATING COST PER PASSENGER TRIP - SYSTEM													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	\$5.45	\$5.20	\$6.23	\$4.91	\$6.02	\$8.11	\$6.68	\$6.23	\$11.24	\$59.74	\$53.73	\$44.95	\$8.35
FY2021	\$32.79	\$27.25	\$25.64	\$22.52	\$23.52	\$26.23	\$28.93	\$25.16	\$23.69	\$18.73	\$16.23	\$16.01	\$22.90
FY2022	\$14.28	\$15.75	\$13.36	\$11.34	\$12.91	\$14.28	\$18.70	\$16.38	\$12.00	N/A	N/A	N/A	\$14.05

FY22 OPERATING COST PER PASSENGER TRIP - MODE													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
RAIL	\$19.67	\$21.41	\$19.05	\$15.55	\$18.48	\$21.48	\$25.74	\$24.80	\$14.36	N/A	N/A	N/A	\$19.54
BUS	\$9.40	\$9.04	\$7.99	\$7.19	\$7.91	\$8.38	\$11.82	\$9.39	\$8.35	N/A	N/A	N/A	\$8.67
ACCS	\$44.25	\$165.31	\$99.66	\$94.39	\$97.90	\$102.58	\$138.08	\$97.69	\$119.96	N/A	N/A	N/A	\$105.91

FAREBOX RECOVERY RATIO - SYSTEM													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	40%	42%	34%	44%	36%	27%	33%	35%	19%	2%	1%	1%	25%



FY2021	3%	4%	4%	5%	5%	4%	5%	5%	6%	7%	8%	10%	5%
FY2022	11%	10%	10%	12%	12%	9%	9%	9%	13%	N/A	N/A	N/A	11%

**FY22 FAREBOX RECOVERY RATIO - MODE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
RAIL	14%	14%	13%	16%	15%	12%	12%	11%	18%	N/A	N/A	N/A	14%
BUS	6%	7%	6%	7%	9%	6%	6%	6%	7%	N/A	N/A	N/A	7%
ACCS	6%	2%	4%	4%	4%	3%	2%	3%	3%	N/A	N/A	N/A	3%

**OPERATING COST PER SERVICE MILE - SYSTEM**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	\$11.40	\$10.33	\$12.80	\$10.37	\$11.59	\$15.00	\$12.69	\$12.01	\$16.32	\$27.85	\$28.51	\$38.89	\$14.78
FY2021	\$29.46	\$18.04	\$16.42	\$15.08	\$15.26	\$16.00	\$16.05	\$14.29	\$15.26	\$13.37	\$14.07	\$13.59	\$15.73
FY2022	\$14.37	\$15.71	\$12.87	\$13.76	\$18.48	\$18.77	\$20.66	\$20.59	\$17.74	N/A	N/A	N/A	\$16.53

**OPERATING COST PER SERVICE MILE - MODE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
RAIL	\$15.53	\$16.36	\$12.68	\$15.34	\$26.96	\$25.91	\$26.04	\$29.92	\$21.54	N/A	N/A	N/A	\$19.33
BUS	\$20.06	\$18.81	\$18.02	\$16.66	\$17.54	\$18.05	\$21.65	\$19.47	\$18.32	N/A	N/A	N/A	N/A
ACCS	\$2.53	\$9.25	\$5.56	\$5.36	\$6.06	\$6.17	\$7.40	\$5.39	\$8.07	N/A	N/A	N/A	\$6.16

**OPERATING COST PER REVENUE HOUR - SYSTEM**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	\$174.33	\$159.78	\$200.35	\$162.49	\$182.78	\$237.35	\$200.58	\$189.50	\$259.78	\$438.43	\$440.12	\$564.70	\$230.91
FY2021	\$439.95	\$294.53	\$269.47	\$243.88	\$246.18	\$256.90	\$259.15	\$229.63	\$246.52	\$215.48	\$224.25	\$201.67	\$252.44
FY2022	\$225.81	\$242.97	\$210.08	\$210.20	\$256.17	\$265.38	\$295.16	\$293.37	\$245.33	N/A	N/A	N/A	\$245.94

**OPERATING COST PER REVENUE HOUR - MODE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
RAIL	\$355.24	\$363.44	\$294.39	\$355.71	\$625.47	\$601.21	\$603.88	\$696.58	\$502.02	N/A	N/A	N/A	\$445.25
BUS	\$202.47	\$193.02	\$181.85	\$168.10	\$176.98	\$182.18	\$217.71	\$196.35	\$184.66	N/A	N/A	N/A	N/A
ACCS	\$33.70	\$127.82	\$79.84	\$78.60	\$81.01	\$82.46	\$96.17	\$73.07	\$92.40	N/A	N/A	N/A	\$82.72

**VACANCY RATE**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY
FY2020	6%	6%	6%	6%	6%	7%	7%	6%	6%	6%	6%	6%	6%
FY2021	7%	7%	7%	7%	7%	7%	8%	8%	8%	8%	9%	10%	10%
FY2022	10%	10%	10%	12%	11%	11%	11%	11%	11%	N/A	N/A	N/A	11%

# APPENDIX B | DEFINITIONS

## RIDERSHIP

KPI	How is it measured?	What does this mean and why is it key to our strategy?
<b>Ridership</b>	Total Metro ridership  Metrorail passenger trips + Metrobus passenger boardings + MetroAccess passenger trips	<p>Ridership is a measure of total service consumed and an indicator of value to the region. Drivers of this indicator include service quality and accessibility.</p> <p>Passenger trips are defined as follows:</p> <ul style="list-style-type: none"> <li>▶ <b>Metrorail</b> reports passenger trips. A passenger trip is counted when a customer enters through a faregate. In an example where a customer transfers between two trains to complete their travel one trip is counted.</li> <li>▶ <b>Metrobus</b> 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.</li> <li>▶ <b>MetroAccess</b> reports passenger trips. A passenger traveling from an origin to a destination is counted as one passenger trip. Passengers include customers, personal care attendants (PCAs), and companions in accordance with ADA regulations.</li> </ul> <p>*Metro does not include bus shuttle passenger trips in its budget or published ridership forecasts.</p>

# APPENDIX B | DEFINITIONS

## SAFETY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
<b>Part 1 Crime Rate</b>	<p>Part I Crimes as a rate of ridership:</p> <p>Part 1 Crime count ÷ (Number of passengers ÷ 1,000,000)</p> <p>In other words, the number of crimes per million passenger trips</p>	<p>The FBI's Uniform Crime Reporting program classifies the following as Part 1 Crimes: Criminal Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Larceny, Motor Vehicle Theft, and Arson. To calculate Metro's Part 1 Crime Rate, MTPD looks at these crimes committed: 1) on buses or bus stops, 2) on trains or in rail stations, 3) at Metro-owned parking lots, 4) at other Metro Facilities such as rail yards, bus divisions, headquarters, or MetroAccess vehicles, or 5) in a non-WMATA location but involving WMATA or MTPD property.</p> <p>This measure provides an indicator of the perception of safety and security customers experience when traveling the Metro system. Increases or decreases in crime can influence whether customers feel safe in the system.</p>
<b>Customer Injury Rate</b>	<p>Customer injury rate:</p> <p>Number of injuries ÷ (Number of passengers ÷ 1,000,000)*</p> <p>In other words, the number of injuries per million passenger trips</p>	<p>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.</p> <p>Customer safety is the highest priority for Metro and a key measure of quality service. Customers expect a safe and reliable ride each day. The customer injury rate is an indicator of how well the service is meeting this safety objective.</p> <p>*per 100,000 passengers for MetroAccess</p>
<b>Employee Injury Rate</b>	<p>Employee injury rate:</p> <p>Number of injuries ÷ (Total work hours ÷ 200,000)</p> <p>200,000 hours is equivalent to 100 employees working full-time for one year. So in other words: the number of employees injured per 100 employees</p>	<p>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.</p> <p>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.</p>
<b>Fatality Rate</b>	<p>Number of fatalities reported to the Federal Transit Administration per vehicle revenue miles.</p>	<p>The Federal Transit Agency's Public Transportation Agency Safety Plan identified the fatality rate as a key safety performance measure. Reducing the number of fatalities is a top priority for all transit agencies. This measure includes customer and employee fatalities excluding those from suicide, trespassers, illnesses, drug overdoses, or other natural causes.</p>



# APPENDIX B | DEFINITIONS

## SAFETY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
<b>NTD Bus Collision Rate</b>	NTD bus collision rate: $\frac{\text{Number of NTD reportable collisions} + (\text{Total number of bus miles operated} + 1,000,000)}{\text{In other words, the number of collisions per million miles driven}}$	<p>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.</p> <p>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.</p>
<b>Rail Collisions</b>	Number of rail collisions	<p>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.</p> <p>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.</p>
<b>Derailments</b>	Number of derailments	<p>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.</p> <p>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).</p>
<b>Fire Incidents</b>	Number of fire incidents	<p>Fire incidents consist of any fire that occurs within the Metrorail system regardless if active suppression was required. There are three main types of fires that occur within the Metrorail system: non-electrical (e.g., debris, rubbish such as leaves, newspapers), cable, arcing events (track components, train components) and station equipment.</p> <p>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.</p>
<b>Red Signal Overruns</b>	Number of red signal overruns	<p>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.</p> <p>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.</p>

# APPENDIX B | DEFINITIONS

## SERVICE RELIABILITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
<b>MyTripTime</b>  <b>(Metrorail Customer On-Time Performance)</b>	Percentage of customer journeys completed on time  $\frac{\text{Number of journeys completed on time}}{\text{Total number of journeys}}$	Rail Customer On-Time Performance (OTP) communicates the reliability of rail service, which is a key driver of customer satisfaction. OTP measures the percentage of customers who complete their journey within the maximum amount of time it should take per WMATA service standards. The maximum time is equal to the train run-time + a headway (scheduled train frequency) + several minutes to walk between the fare gates and platform. These standards vary by line, time of day, and day of the week. Actual journey time is calculated from the time a customer taps a SmarTrip® card to enter the system, to the time when the SmarTrip® card is tapped to exit.  Factors that can affect OTP include: railcar availability, fare gate availability, elevator and escalator availability, infrastructure conditions, speed restrictions, single-tracking around scheduled track work, railcar delays (e.g., doors), or delays caused by sick passengers.
<b>Metrobus On-Time Performance</b>	Percentage of bus service delivered on-time  $\frac{\text{Number of time points delivered on time based on a window of 2 minutes early and 7 minutes late}}{\text{Total number of time points delivered}}$  “Timepoints” are major stops on a bus route that are used to create bus schedules.	Bus on-time performance (OTP) communicates the reliability of bus service, which is a key driver of customer satisfaction and ridership.  Factors that can affect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by passengers.
<b>MetroAccess On-Time Pick-up Performance</b>	Adherence to Schedule  $\frac{\text{Number of vehicle arrivals at the pick-up location within the 30 minute on-time widow}}{\text{Total stops}}$	This indicator illustrates how closely MetroAccess adheres to customer pick-up windows on a system-wide basis. MetroAccess customers schedule trips at least one day in advance, and are given a 30-minute pick-up window. MetroAccess on-time pick-up performance is essential to delivering quality service to the customer.

# APPENDIX B | DEFINITIONS

## SERVICE RELIABILITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
<b>Rail Fleet Reliability</b>	<p>Mean Distance Between Delay (MDBD)</p> <p>Total railcar revenue miles ÷</p> <p>Number of failures during revenue service resulting in delays of four or more minutes</p> <hr/> <p>Mean Distance Between Failure (MDBF)</p> <p>Total railcar revenue miles ÷</p> <p>Total number of failures occurring during revenue service</p>	<p>The number of miles traveled before a railcar experiences a failure. Some car failures result in inconvenience or discomfort, but do not always result in a delay of service (such as hot cars). Mean Distance Between Delay includes those failures that had an impact on customer on-time performance.</p> <p>Mean Distance Between Failure and Mean Distance Between Delay communicate the effectiveness of Metro's railcar maintenance and engineering program. Factors that influence railcar reliability are the age and design of the railcars, the amount the railcars are used, the frequency and quality of preventive maintenance, and the interaction between railcars and the track.</p>
<b>Bus Fleet Reliability</b>	<p>Mean Distance Between Failures (MDBF)</p> <p>Total bus mileage ÷</p> <p>Total number of mechanical failures occurring during revenue service</p>	<p>Mean Distance Between Failures is used to monitor trends in vehicle breakdowns that cause buses to go out of service and to plan corrective actions. Factors that influence bus fleet reliability include vehicle age, quality of maintenance program, original vehicle quality, and road conditions affected by inclement weather and road construction.</p>
<b>MetroAccess Fleet Reliability</b>	<p>Mean Distance Between Failures (MDBF)</p> <p>Total MetroAccess vehicle odometer miles ÷</p> <p>Total number of mechanical failures occurring during revenue service</p>	<p>The number of total miles traveled before a mechanical breakdown requiring the van to be removed from service or deviate from the schedule</p> <p>Mean Distance Between Failures is used to monitor trends in vehicle breakdowns that cause vans to go out of service and to plan corrective actions. Factors that influence MetroAccess van fleet reliability include vehicle age, quality of maintenance program, original vehicle quality, and road conditions affected by inclement weather and road construction.</p>

# APPENDIX B | DEFINITIONS

## SERVICE RELIABILITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
<b>Elevator and Escalator Availability</b>	<p>In-service percentage</p> $\frac{\text{Hours in service}}{\text{Operating hours}}$ $\text{Hours in service} = \text{Operating hours} - \text{Hours out of service}$ $\text{Operating hours} = \text{Operating hours per unit} \times \text{number of units}$	<p>Escalator/elevator availability is a key component of customer satisfaction with Metrorail service. This measure communicates system-wide escalator and elevator performance (at all stations over the course of the day) and will vary from an individual customer's experience.</p> <p>Availability is the percentage of time that Metrorail escalators or elevators in stations and parking garages are in service during operating hours.</p> <p>Customers access Metrorail stations via escalators to the train platform, while elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, and travelers carrying luggage.</p> <p>An out-of-service escalator requires walking up or down a stopped escalator, which can add to travel time and may make stations inaccessible to some customers. When an elevator is out of service, Metro is required to provide alternative services which may include shuttle bus service to another station.</p>
<b>Available Track</b> (FTA Asset Management performance measure)	<p>Percentage of track segments with performance restrictions at 9:00 AM the first Wednesday of every month</p> <p>Number of track miles with performance restrictions ÷ 234 total miles</p> <p>(There are 234 miles of rail track that trains travel while in revenue service in the Metro system)</p>	<p>In 2016, the Federal Transit Administration (FTA) issued its Final Rule on Transit Asset Management, which requires transit properties to set targets and report performance on a variety of measures, including guideway condition. Guideway includes track, signals and systems.</p> <p>A performance restriction occurs when there is a speed restriction: the maximum train speed is set below the guideway design speed. Performance restrictions may result from a variety of causes, including defects, signaling issues, construction zones, and maintenance causes. FTA considers performance restrictions to be a proxy for both track condition and the underlying guideway condition.</p>
<b>Offloads</b>	<p>Number of all offloads</p>	<p>An offload is any time all passengers traveling on a train must get off the train for any un-scheduled reason (e.g., not a turnback or planned removal from service). Offloads are a key driver of customer on-time performance and communicates the impact of Metro's maintenance and engineering programs on customer service. Factors that influence offloads are railcar performance, rail infrastructure performance, rail operations policies, and customer behavior.</p>

# APPENDIX B | DEFINITIONS

## SERVICE RELIABILITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
<b>Rail Crowding</b>	<p>Percentage of passenger time spent on vehicles exceeding crowding guidelines</p> <p>Number of crowded passenger minutes ÷ Total number of passenger minutes</p>	<p>Crowding is a key driver of customer satisfaction with Metrorail service. Crowding measures the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards:</p> <ul style="list-style-type: none"> <li>▶ Before Pandemic: 100 passengers per car</li> <li>▶ Pandemic: 23 passengers per car (before June 11, 2021), 75 passengers per car (after June 11, 2021)</li> </ul> <p>Crowding informs decision making regarding asset investments, service plans and scheduling.</p> <p>Factors that can effect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.</p>
<b>Bus Crowding</b>	<p>Percentage of bus stops encountered by a bus that exceeds crowding guidelines</p> <p>Number of bus stops encountered by a crowded bus ÷ Total number of bus stops encountered</p>	<p>Crowding is a key driver of customer satisfaction with Metrobus service. Crowding measures the percentage of bus stops encountered by a bus that exceeds crowding guidelines per WMATA service standards:</p> <ul style="list-style-type: none"> <li>▶ Before Pandemic: 120% of seated capacity during peak for BRT, framework, and coverage routes, 100% off peak and at all times on commuter routes</li> <li>▶ Pandemic: 50% of seated capacity before FY22, 75% of seated capacity in FY22</li> </ul> <p>Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can affect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.</p> <p>Note: Prior to the adoption of the Metrobus Service Guidelines in December 2020, crowding guidelines were 120% of seated load for all services except express bus during peak.</p>
<b>Customer Satisfaction</b>	<p>Survey respondent rating:</p> <p>Number of survey respondents (active riders) who marked their last Metrorail/Metrobus trip as “very satisfactory” OR the second highest category in a five-point scale</p> <p>÷ Total number of respondents</p>	<p>Surveying customers about the quality of Metro’s service delivery provides a mechanism to continually identify those areas of the operation where actions to improve the service can maximize rider satisfaction.</p> <p>Customer satisfaction is defined as the percent of customer survey respondents who rated their <i>last trip within a 30-day period</i> on Metrobus or Metrorail as a “5” or “4” in the customer satisfaction survey, with “5” denoting “very satisfied” and “1” denoting “very unsatisfied”. Metro distributes this survey through address-based sampling on a biweekly basis, and respondents must meet specific criteria to participate. Results are summarized quarterly.</p>

# APPENDIX B | DEFINITIONS

## FINANCIAL RESPONSIBILITY

KPI	How is it measured?	What does this mean and why is it key to our strategy?
<b>Operating Cost per Passenger Trip</b>	Operating Cost / # of Unlinked Passenger Trips	This indicator tracks Metro's operating expenses for each passenger trip. This measure can provide insight into how efficient Metro may be with providing service to passengers and how ridership may affect operating expenses.
<b>Operating Cost per Service Mile</b>	Operating Cost / # of Service Miles	This indicator tracks Metro's operating expenses for each service mile (also known as a revenue mile) delivered. This measure can provide insight into the operating costs associated with delivering service; it excludes deadhead miles which are miles traveled while the vehicle is not in revenue service.
<b>Operating Cost per Revenue Hour</b>	Operating Cost / # of Revenue Hours	This indicator tracks operating costs used to fund each hour of revenue service. This measure can provide insight into the operating cost impact associated with Metro's hours of service.
<b>Farebox Recovery Ratio</b>	Farebox Revenue / Operating Cost	The recovery ratio used in this report follows the NTD definition, which is the proportion of operating costs that are covered by fare revenue paid by passengers. This measure can provide insight into how adequately fare prices and the correlating ridership contribute to Metro's operating financial sustainability.
<b>Vacancy Rate</b>	Percentage of budgeted positions that are vacant  (Number of budgeted positions – number of employees in budgeted positions) ÷ number of budgeted positions	Vacancy Rate is a designator of organization health. When Metro's vacancy rate is low, positions are filled, better meeting Metro's operational and business needs, reducing overtime costs, and improving morale. Vacancy Rate also helps in developing Metro's operating budget.