



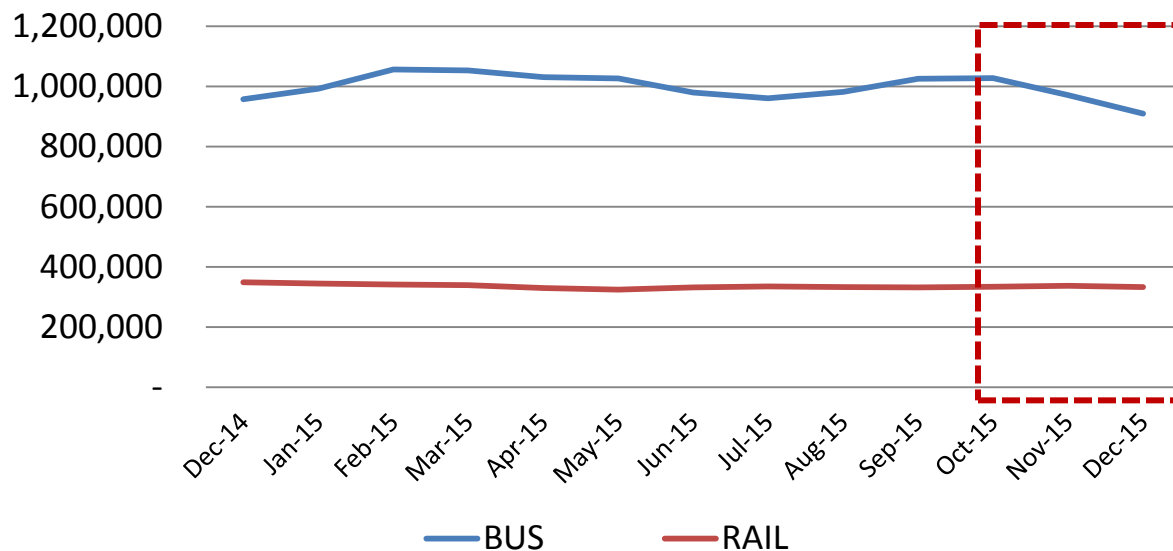
Metro Bus & Rail Performance

FY16 Quarter 2

February 18, 2016

Bus & Rail Average Weekday Ridership

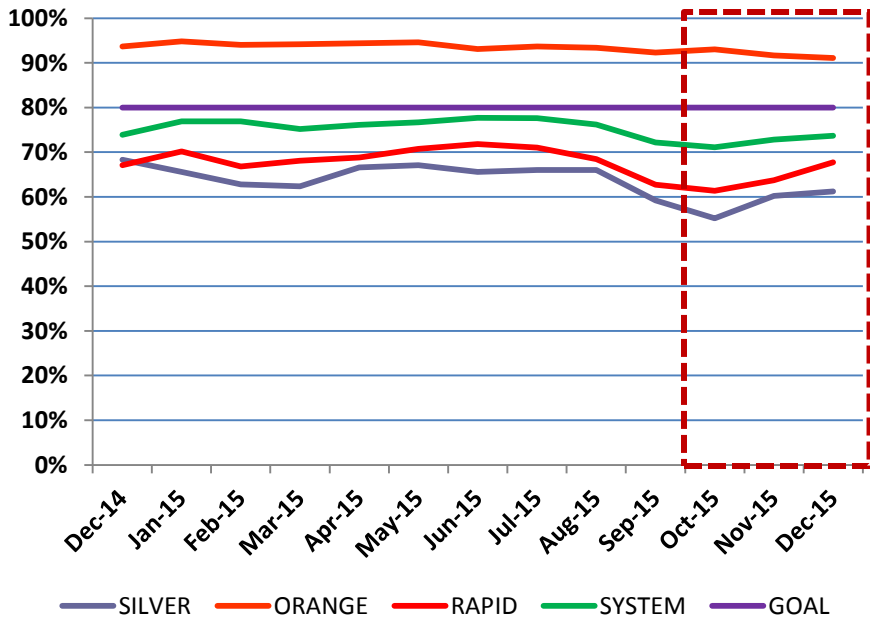
**Bus & Rail Average Weekday Ridership/
Monthly Estimates**



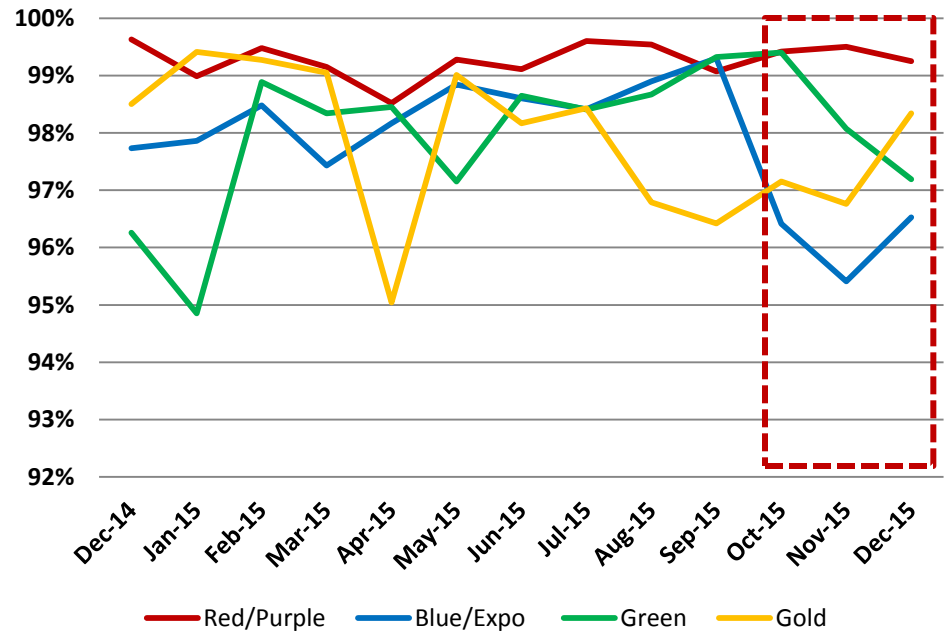
| Fiscal Year | Bus | Rail |
|-------------|-----------|---------|
| 2014 | 1,083,697 | 358,513 |
| 2015 | 1,027,652 | 344,900 |

Bus & Rail In Service On-Time Performance

Bus ISOTP



Rail ISOTP

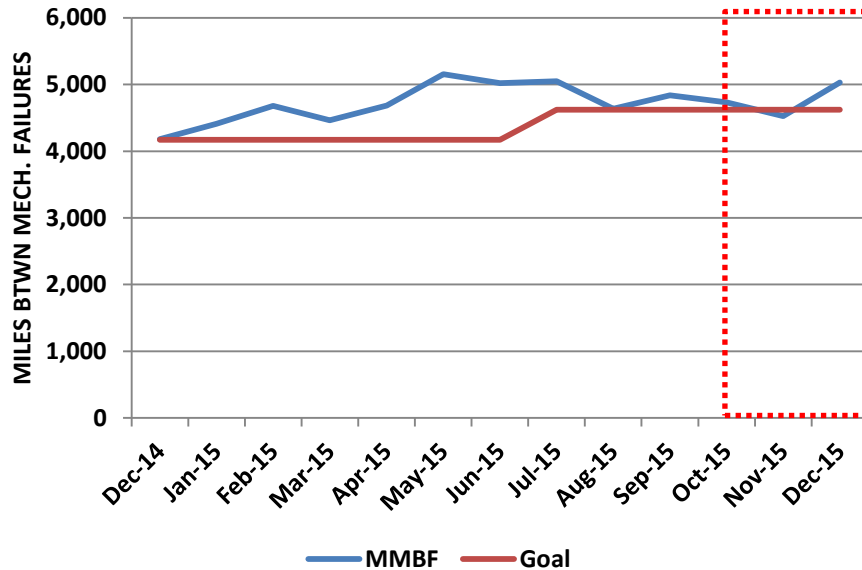


| | FY15 Actual | FY16 YTD Actual | FY16 Goal |
|-----|-------------|-----------------|-----------|
| Bus | 75.03% | 73.55% | 80% |

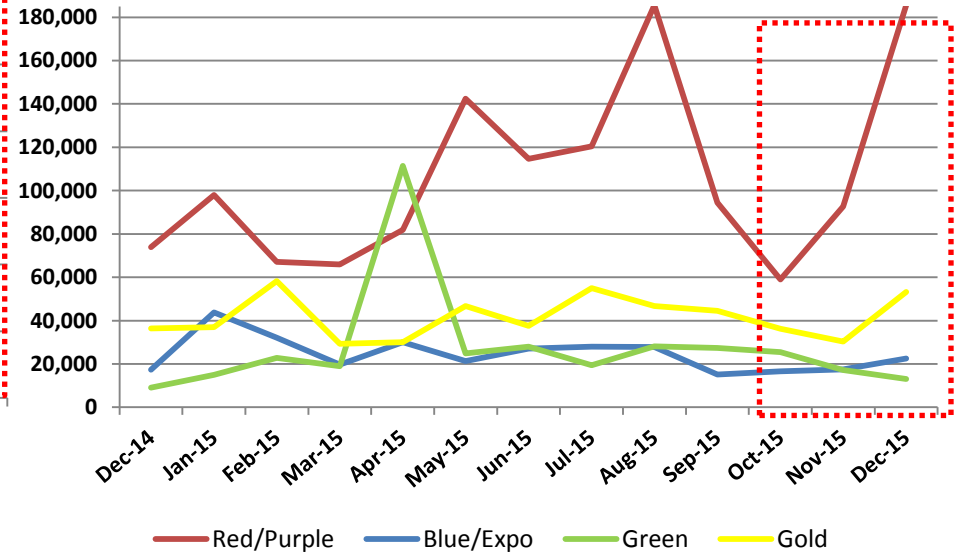
| Line | FY15 Actual | FY16 YTD Actual | FY16 Goal |
|------------|-------------|-----------------|-----------|
| Red/Purple | 99.13% | 99.63% | 99.9% |
| Blue | 99.41% | 99.34% | 99.4% |
| Green | 97.39% | 99.51% | 99.4% |
| Gold | 98.56% | 97.32% | 99.9% |
| Expo | 99.14% | 98.86% | 99.1% |

Bus & Rail Mean Miles Between Mechanical Failures

Directly Operated Bus Mean Miles Between Mechanical Failures



Rail Mean Miles Between Mechanical Failures

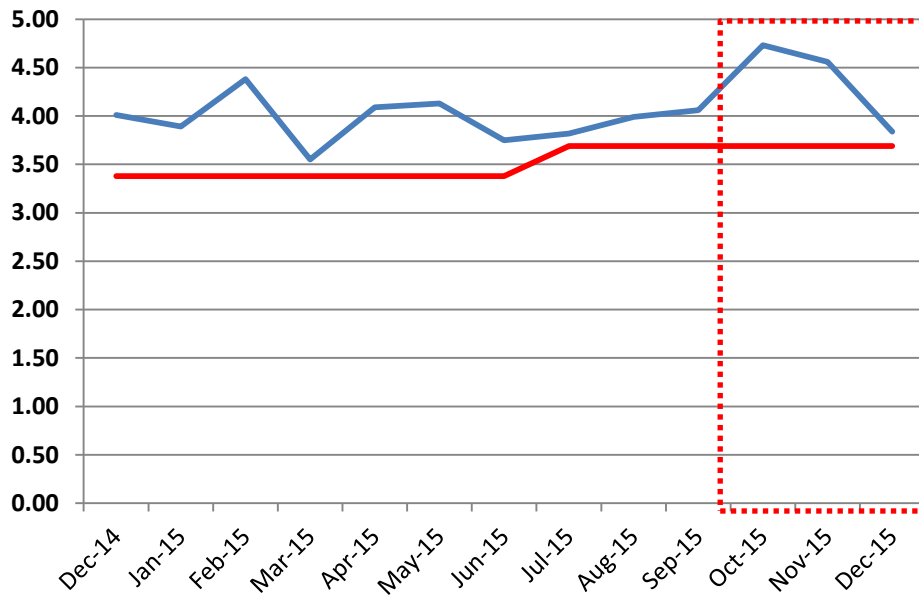


| | FY15 Actual | FY16 YTD Actual | FY16 Goal |
|-----|-------------|-----------------|-----------|
| Bus | 4,482 | 4,799 | 4,529 |

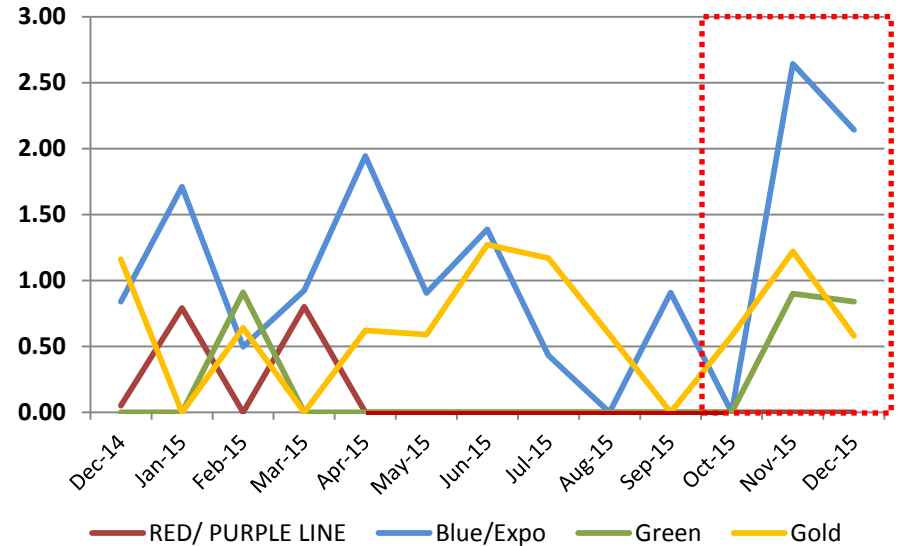
| Line | FY15 Actual | FY16 YTD Actual | FY16 Goal |
|------------|-------------|-----------------|-----------|
| Red/Purple | 85,090 | 120,521 | 86,792 |
| Blue/Expo | 23,716 | 20,117 | 23,934 |
| Green | 21,054 | 20,212 | 21,008 |
| Gold | 44,171 | 42,615 | 45,762 |

Bus & Rail Vehicular Accidents per 100,000 Miles

Bus Accidents/100K Miles



Rail Vehicle Accidents / 100K Miles By Line

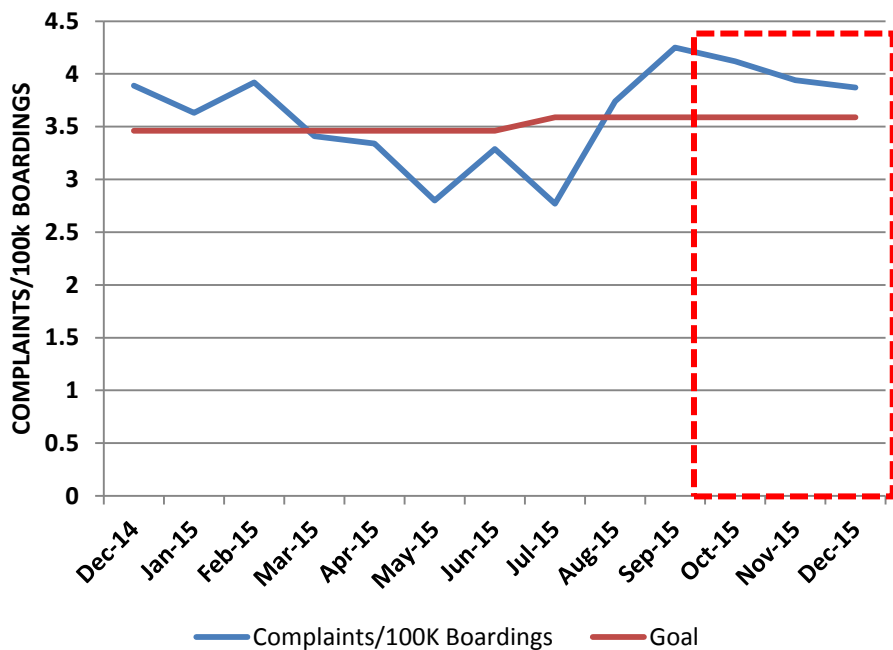


| | FY15 Actual | FY16 YTD Actual | FY16 Goal |
|-----|-------------|-----------------|-----------|
| Bus | 3.77 | 4.18 | 3.69 |

| Line | FY 15 Actual | FY16 YTD Actual | FY16 Goal |
|------------|--------------|-----------------|-----------|
| Red/Purple | 0.13 | 0.00 | 0.14 |
| Blue | 0.89 | 1.26 | 0.79 |
| Green | 0.14 | 0.28 | 0.15 |
| Gold | 0.54 | 0.69 | 0.47 |
| Expo | 1.02 | 0.29 | 1.10 |

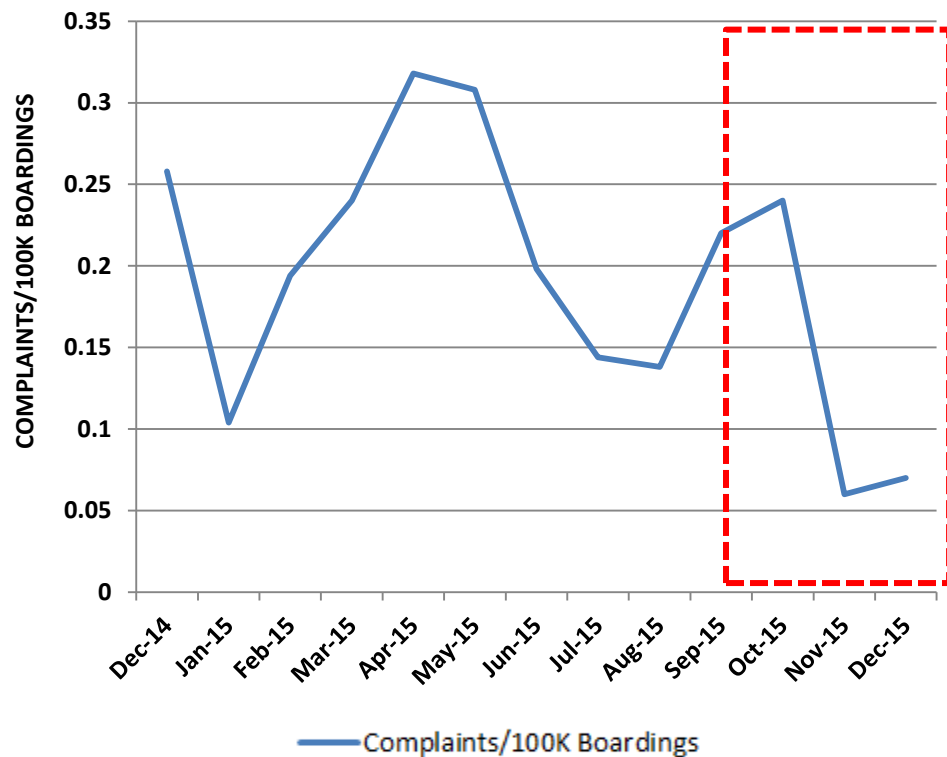
Bus & Rail Customer Complaint Rates

Bus Complaints/100K Boardings



| | FY15 Actual | FY16 YTD Actual | FY16 Goal |
|-----|-------------|-----------------|-----------|
| Bus | 3.63 | 3.78 | 3.59 |

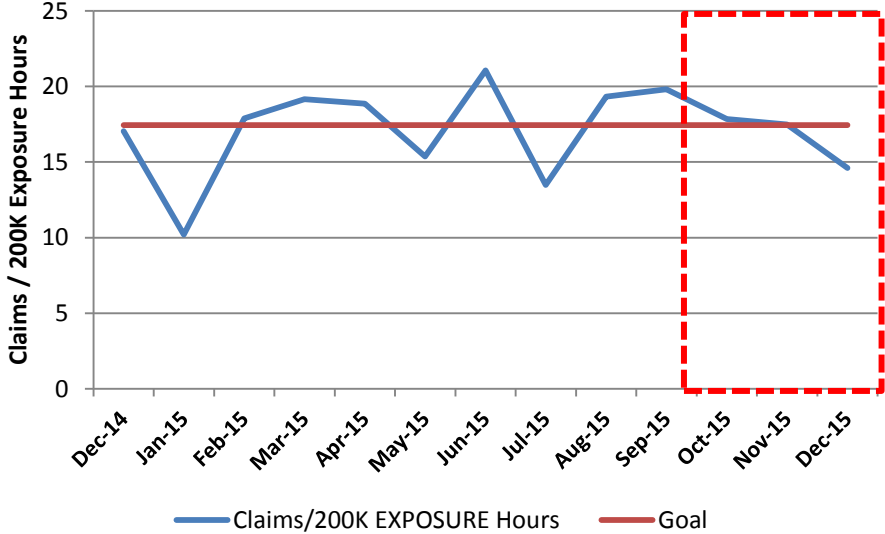
Rail Complaints/100K Boardings



| Line | FY 15 Actual | FY16 YTD Actual | FY16 Goal |
|------------|--------------|-----------------|-----------|
| Red/Purple | 0.11 | 0.03 | 0.12 |
| Blue | 0.27 | 0.14 | 0.27 |
| Green | 0.32 | 0.23 | 0.31 |
| Gold | 0.34 | 0.23 | 0.34 |
| Expo | 0.38 | 0.20 | 0.40 |

New Bus & Rail Worker's Compensation Claims

Bus New Workers Compensation Claims/200K Exposure Hours



Rail New Workers Compensation Claims /200K Exposure Hours

