

KPI: METRORAIL CUSTOMER ON-TIME PERFORMANCE [TARGET 75%]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
CY 2016	70%	72%	78%	80%	69%	71%	71%	69%	64%	65%	61%	63%	74%
CY 2017	66%	71%	70%										69%

KPI: METRORAIL CUSTOMER ON-TIME PERFORMANCE BY LINE

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Red Line	62%	63%	70%										65%
Blue Line	67%	68%	45%										59%
Orange Line	55%	66%	68%										63%
Green Line	77%	79%	82%										80%
Yellow Line	66%	77%	53%										65%
Silver Line	60%	74%	77%										71%

KPI: METRORAIL CUSTOMER ON-TIME PERFORMANCE BY TIME PERIOD

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
AM Rush	65%	71%	68%										68%
Mid-day	67%	77%	78%										74%
PM Rush	62%	67%	67%										66%
Evening	79%	80%	78%										79%
Late Night	86%	85%	82%										84%
Weekend	71%	69%	67%										69%

KPI: RAIL INFRASTRUCTURE AVAILABILITY [PILOT KPI]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
CY 2017	97.7%	96.7%	95.7%										96.7%

KPI: GUIDEWAY CONDITION [TARGET 5%]

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
CY 2017	1%	1%	4%										2%

continued