



Customer Services, Operations, and Safety Committee

Board Information Item III

May 28, 2009

Operational Performance

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

<input checked="" type="checkbox"/> Action <input checked="" type="checkbox"/> Information	MEAD Number:	Resolution: <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TITLE:

Operational Performance

PURPOSE:

To provide the Committee with monthly operational highlights and system performance trends for FY09.

DESCRIPTION:

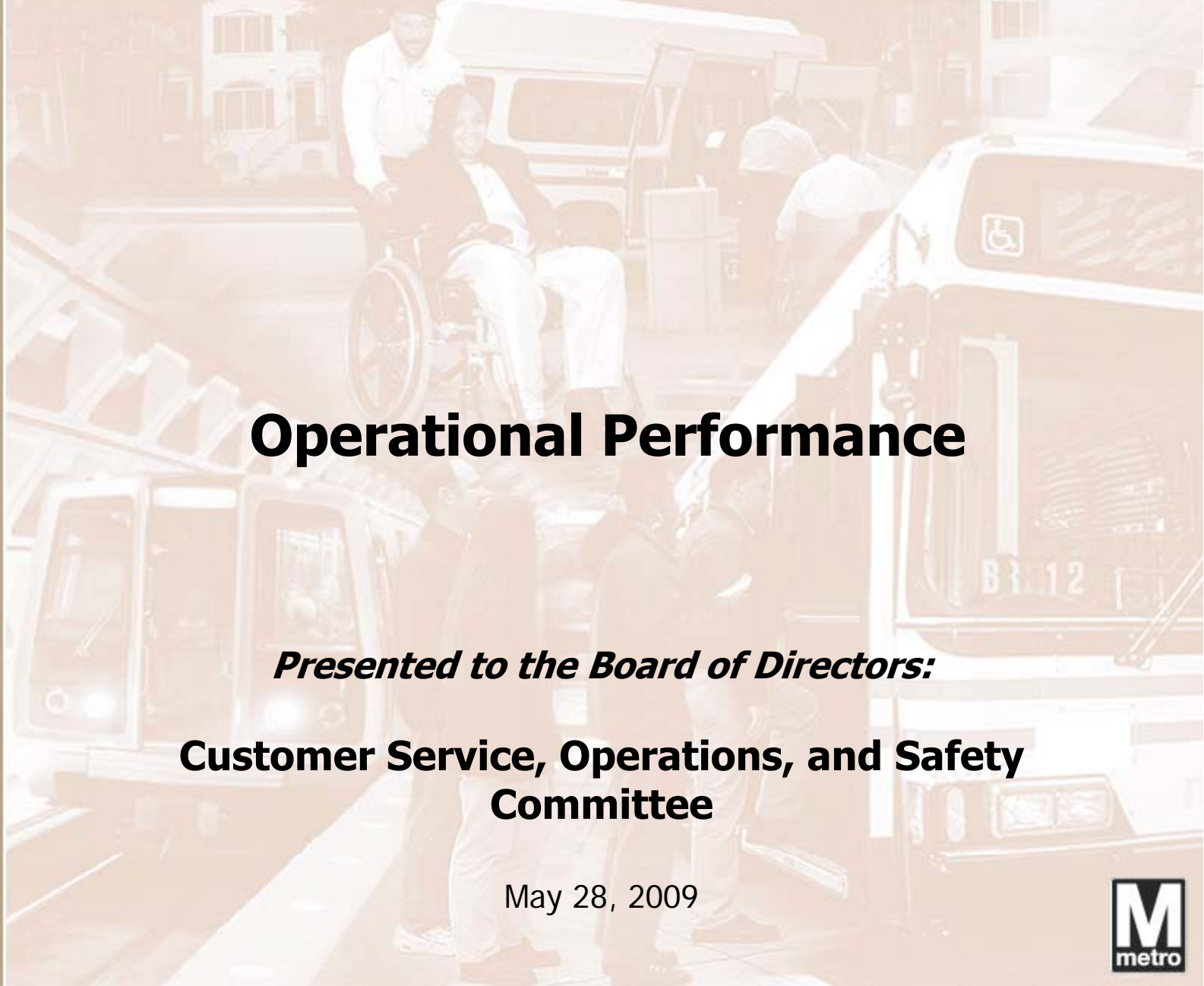
Information contains operational highlights that have occurred during the first nine months of FY09 in the areas of on-time performance and reliability for Metrorail, Metrobus, MetroAccess and Vertical Transportation and rail car door malfunctions resulting in offloads.

FUNDING IMPACT:

No impact on funding.

RECOMMENDATION:

None



Operational Performance

Presented to the Board of Directors:

**Customer Service, Operations, and Safety
Committee**

May 28, 2009

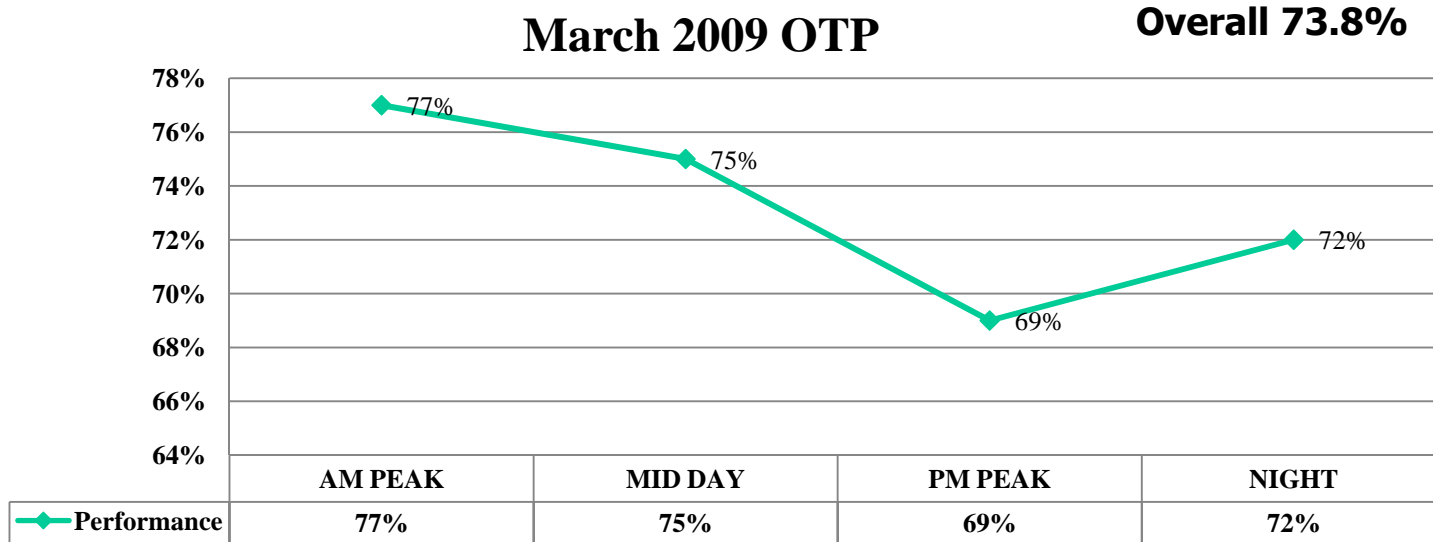


OPERATIONAL PERFORMANCE March 2009

MEASUREMENT	FY08	FY09 Target	FY09 YTD	Mar-09
RAIL				
Overall On-Time Performance (incl. all cause)	91%	95%	94%	93%
Red Line	92%	95%		94%
Blue Line	89%	95%		90%
Orange Line	92%	95%		93%
Green Line	90%	95%		93%
Yellow Line	91%	95%		94%
Mean Distance Between Delays	49,857	57,062		51,162
Avg Weekday Ridership	730,143			745,719
BUS				
Overall On-Time Performance	N/A	80%	74.30%	74.09%
Overall Mean Distance Between Failures	6,326	6,500	6,211	6,317
CNG	21,615		20,037	16,927
Hybrid	12,003		10,597	5,741
Clean Diesel	19,489		17,225	13,516
Avg Weekday Ridership	444,519			441,573
VERTICAL TRANSPORTATION				
Escalator System Availability	94.1%	93.0%		89.4%
Elevator System Availability	96.7%	97.5%		96.9%
METROACCESS				
On-Time Performance	91.9%	93.5%		92.5%
Percent of Missed/Excessively Late Trips	1.6	1.9		1.4
Average Weekday Ridership	4,965			7,523



MetroBus On-time Performance



- **Customer Service Focus**

- **We Stop We Tell – anytime a bus is stopped - Operators will communicate with passengers**
- **Bus Liaisons in Bus Operations Control Center to focus on messaging to customers**

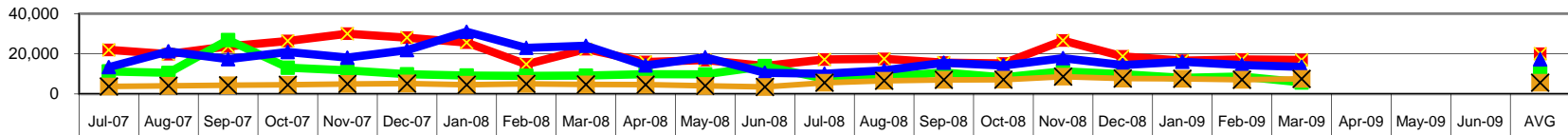
- **Management Approach**

- **Continuous communication among all parties**
- **Focus on elimination of early arrivals**
- **Control Center polling and monitoring Operators**



Metrobus Mean Distance Between Failures

**Bus - MDBF by Fleet
FY'08-FY'09 To Date**



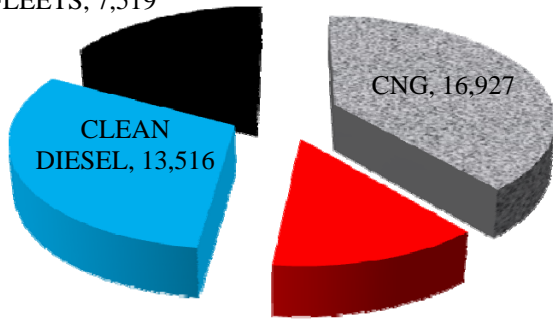
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	AVG
CNG	21,940	19,808	23,729	26,413	30,041	28,085	25,606	14,786	22,320	15,896	16,845	13,911	17,175	17,457	15,613	15,167	26,620	18,730	16,561	17,147	16,927	20,037
Hybrid	11,229	10,520	26,878	13,107	11,713	9,830	9,173	9,024	9,155	9,808	9,720	13,885	7,591	8,449	10,672	8,262	11,247	9,797	8,044	8,694	5,741	10,597
Clean Diesel	13,393	21,248	17,359	20,904	18,088	21,851	30,987	22,988	23,997	14,211	18,281	10,562	10,104	11,771	15,563	14,211	17,830	14,380	16,049	14,433	13,516	17,225
All Other Fleets	3,694	4,061	4,301	4,525	4,981	5,190	4,570	4,985	4,712	4,620	4,009	3,490	5,585	6,579	7,037	7,102	8,622	7,703	7,570	7,073	7,519	5,616

—x— CNG
 —■— Hybrid
 —▲— Clean Diesel
 —x— All Other Fleets

MARCH 2009 TOTAL MILES

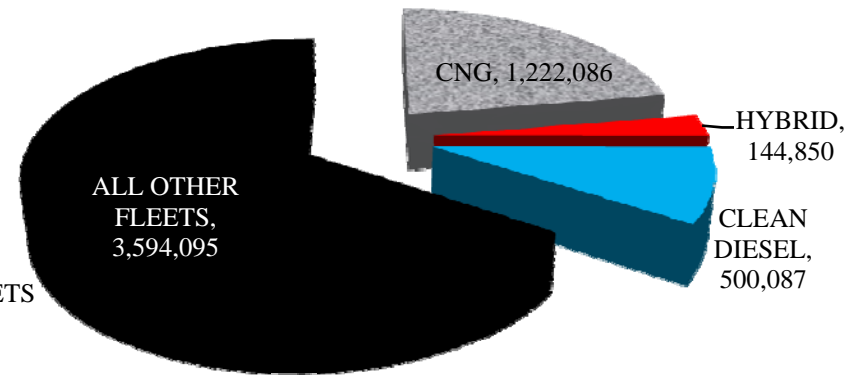
MARCH 2009 MTBF

ALL OTHER FLEETS, 7,519



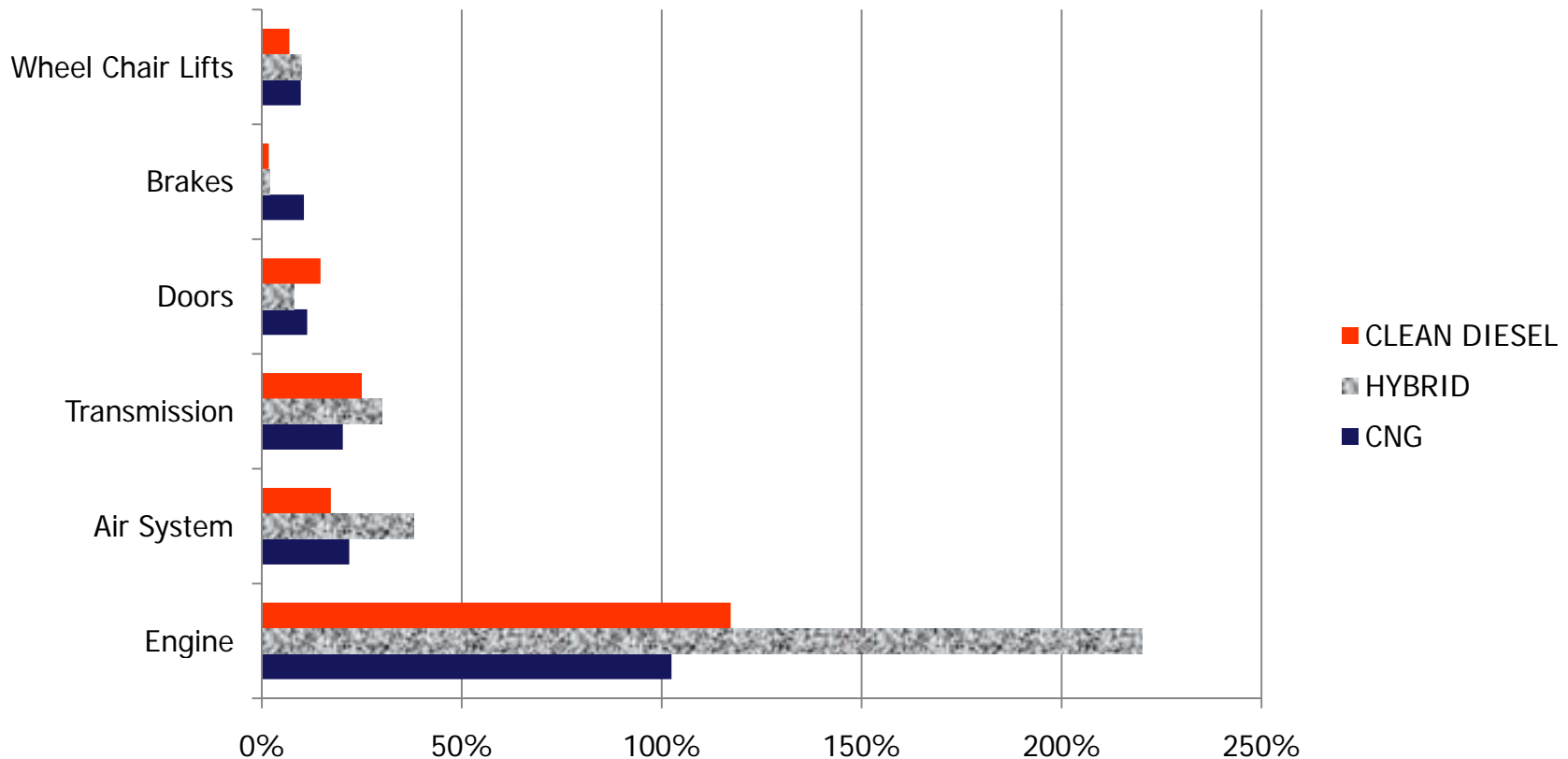
HYBRID, 5,741

- CNG
- HYBRID
- CLEAN DIESEL
- ALL OTHER FLEETS





Metrobus System Failures By Fleet FY09 thru March



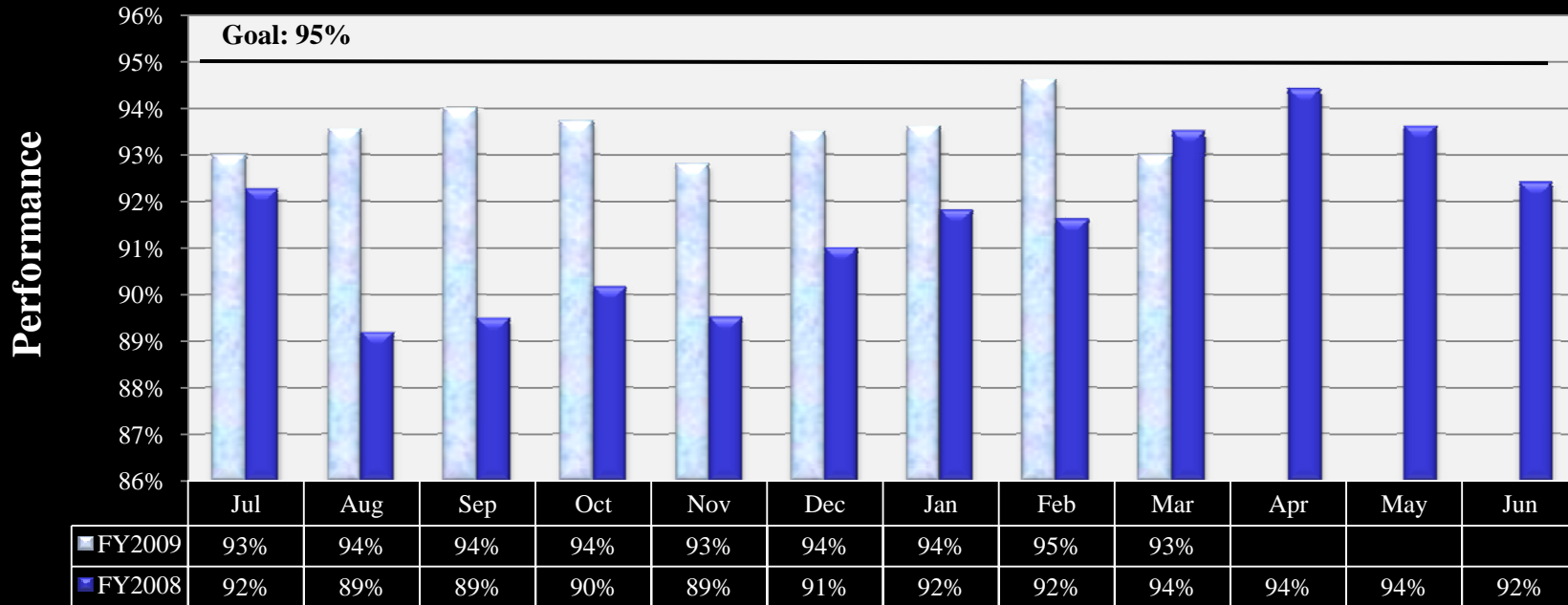
- **Top Three Service Interruptions**

- **Engines: Ignition control modules, fire suppression system**
- **Air Systems: Upgrades for Air Dryers**
- **Transmissions: Module failures and harness upgrades**



Metrorail On-Time Performance

Rail On Time Performance - Overall Average



FY 2009 Ridership 18,453,191 15,503,719 15,993,339 17,106,823 13,456,648 14,451,360 15,722,955 14,314,678 16,405,811

- **Highlights**

- **Ridership for March was up 15%**
- **March snowfall and speed restrictions due to infrastructure repair resulted in the 2% on-time reduction for March**

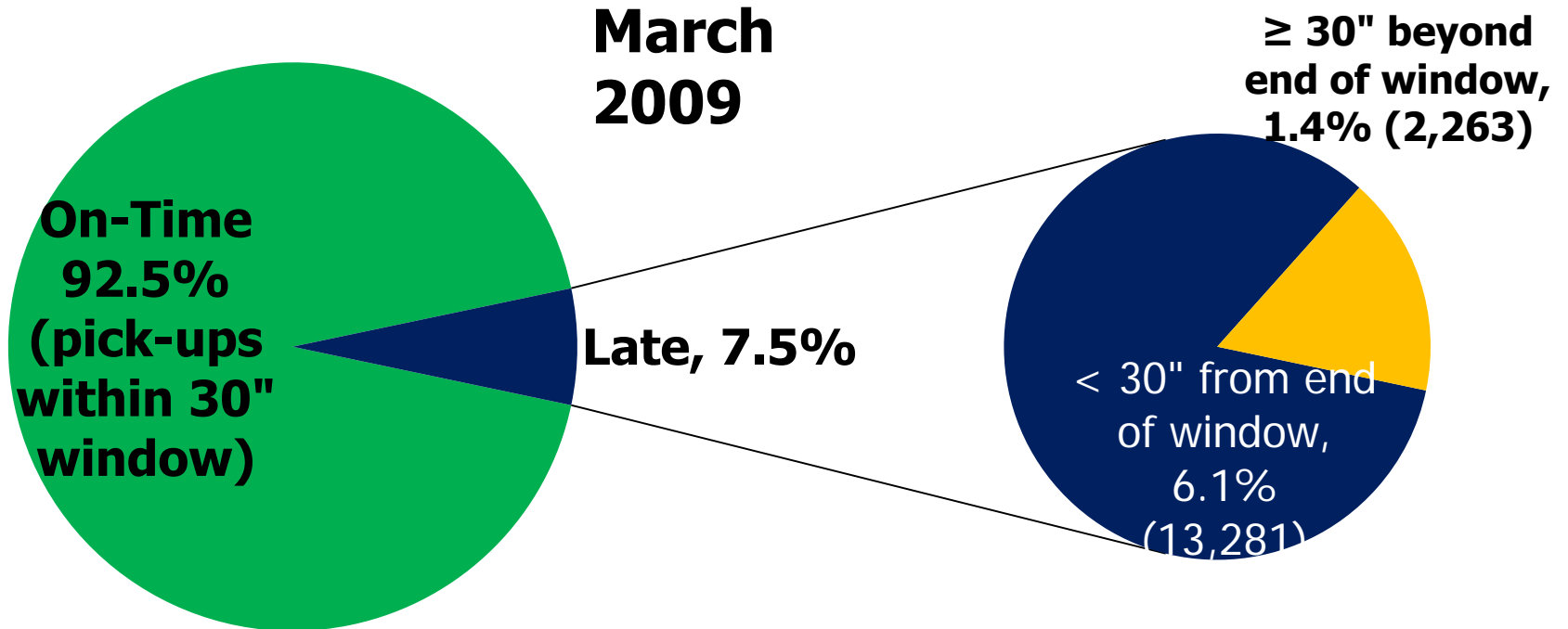


Metrorail Highlights

- **Cherry Blossom Season**
 - **Parade - set record ridership of 713K with no incidents**
 - **Provided additional capacity – 8-car trains were used during off-peak periods in addition to the peak.**
- **A Knock at Your Door**
 - **Working with Safety completed a video on the importance of the Right-of-Way**
 - **Video shown at National Transportation Safety Board Committee Meeting**
- **Infrastructure and Trackwork**
 - **Replaced 3-each major switch assemblies (>20 years) during the past month which will aid in more efficient line operations.**
- **Memorial Day Weekend**
 - **Replacement of interlocking at Shady Grove**



MetroAccess



Ridership Highlights:

233,371 reservations booked

191,128 passengers transported
(including PCA's and companions)

165,195 registered customers transported

Customer Impact and Planned Actions:

- Revised No-Show/Late Cancellation Policy
- Enhanced dispatcher training
- Review of scheduling by paratransit planner



MetroAccess Success Story: EZ-Pay

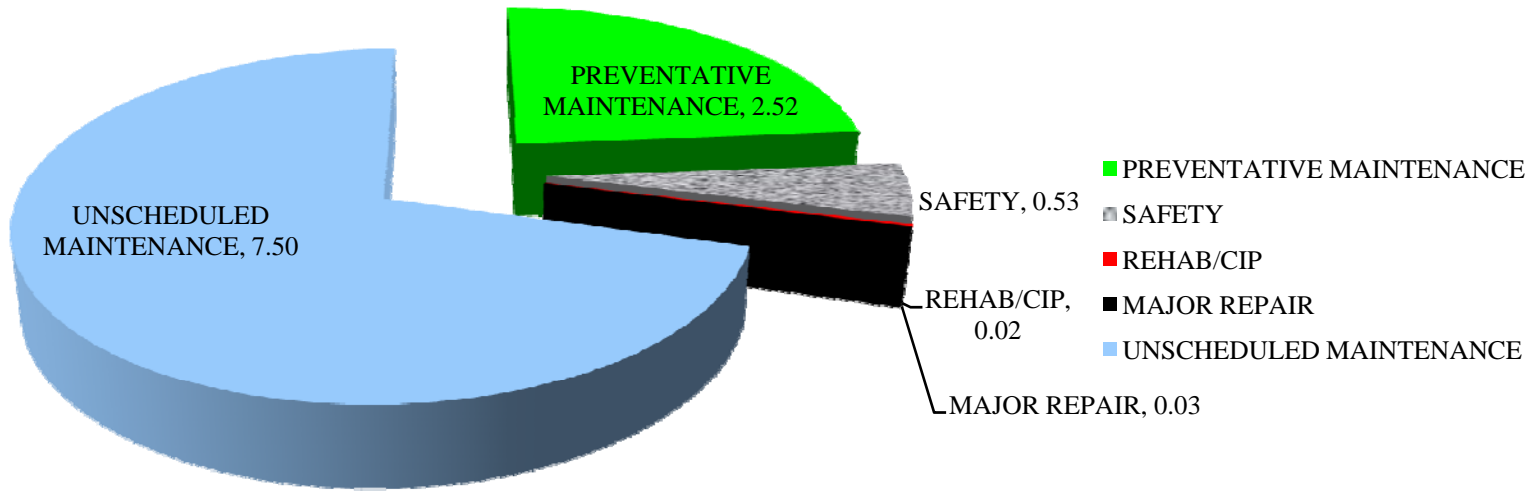
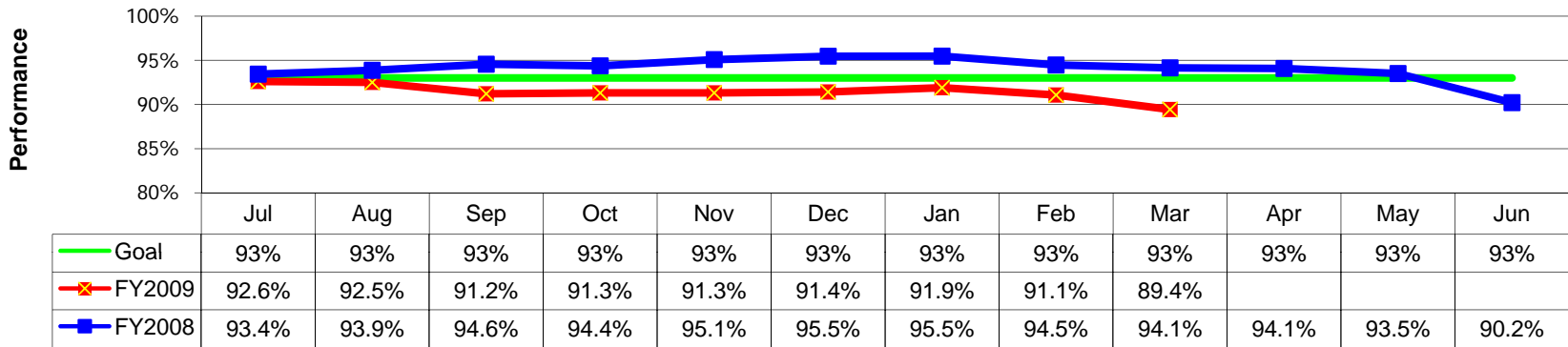
On May 1, 2009, Metro unveiled “MetroAccess EZ-Pay”

- **Prepaid fares add convenience and eliminate the need for drivers or customers to handle cash or other fare media**
- **Fares can be paid by phone or over the Internet 24 hours a day**
- **Complementary trips currently provided through coupons will now be issued electronically**
- **Seamless interface with SmartBenefits program**



Escalators March 2009

Escalator System Availability





Elevator March 2009

Elevator System Availability

