Customer Services, Operations, and Safety Committee

Board Action/Information Item III-A

January 10, 2008

Operational Performance

Washington Metropolitan Area Transportation Authority
Board Action/Information Summary

☐ Action ☒ Information	MEAD Number:	Resolution: ☐ Yes ☒ No

PURPOSE

To provide the Committee monthly operational highlights, system performance trends for FY08.
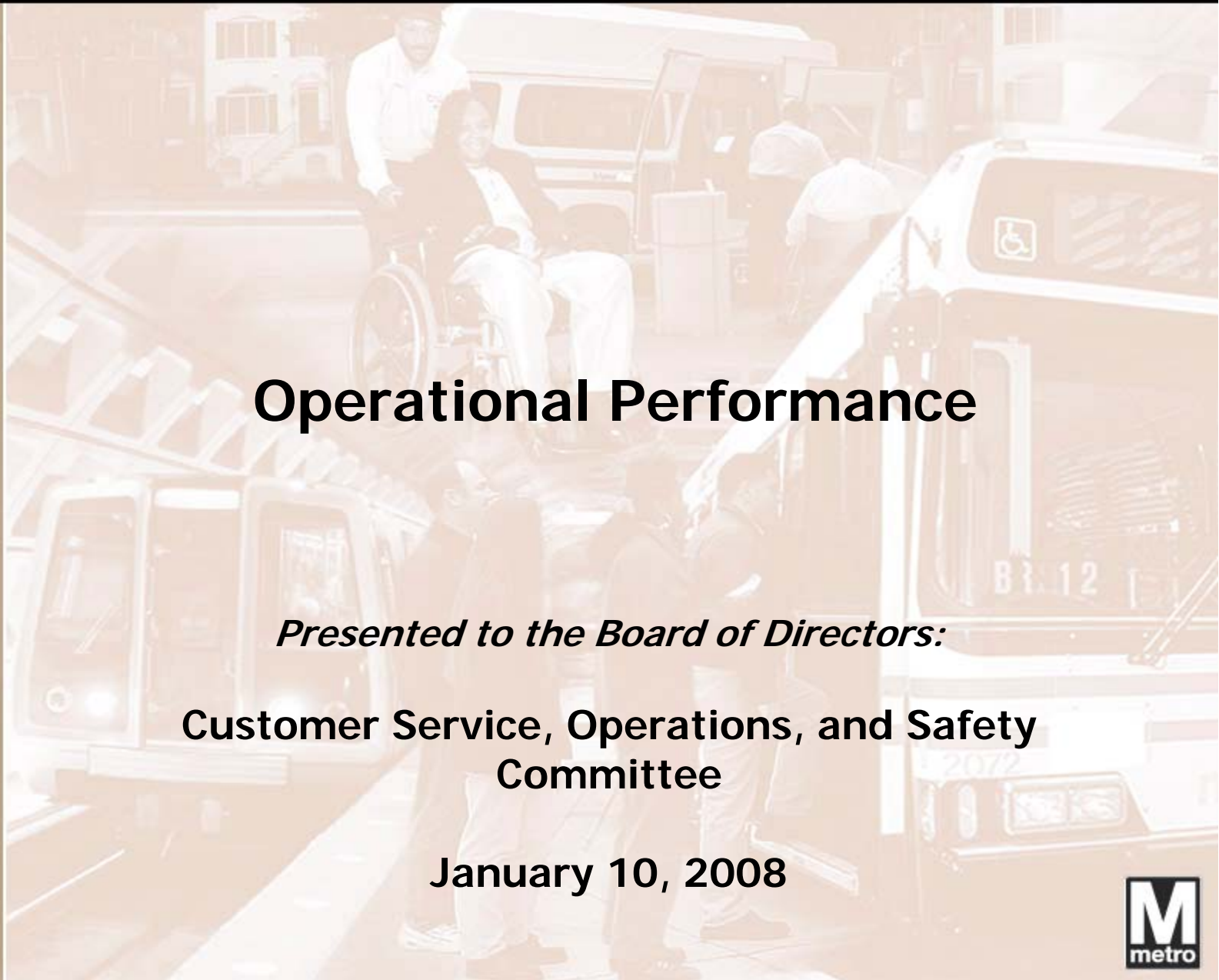
DESCRIPTION

Information contains operational highlights that have occurred during the first five months of FY08 in the areas of on-time performance, reliability and customer satisfaction for Metrorail, Metrobus and MetroAccess.

FUNDING IMPACT

None

RECOMMENDATION

None

Operational Performance

Presented to the Board of Directors:

Customer Service, Operations, and Safety Committee
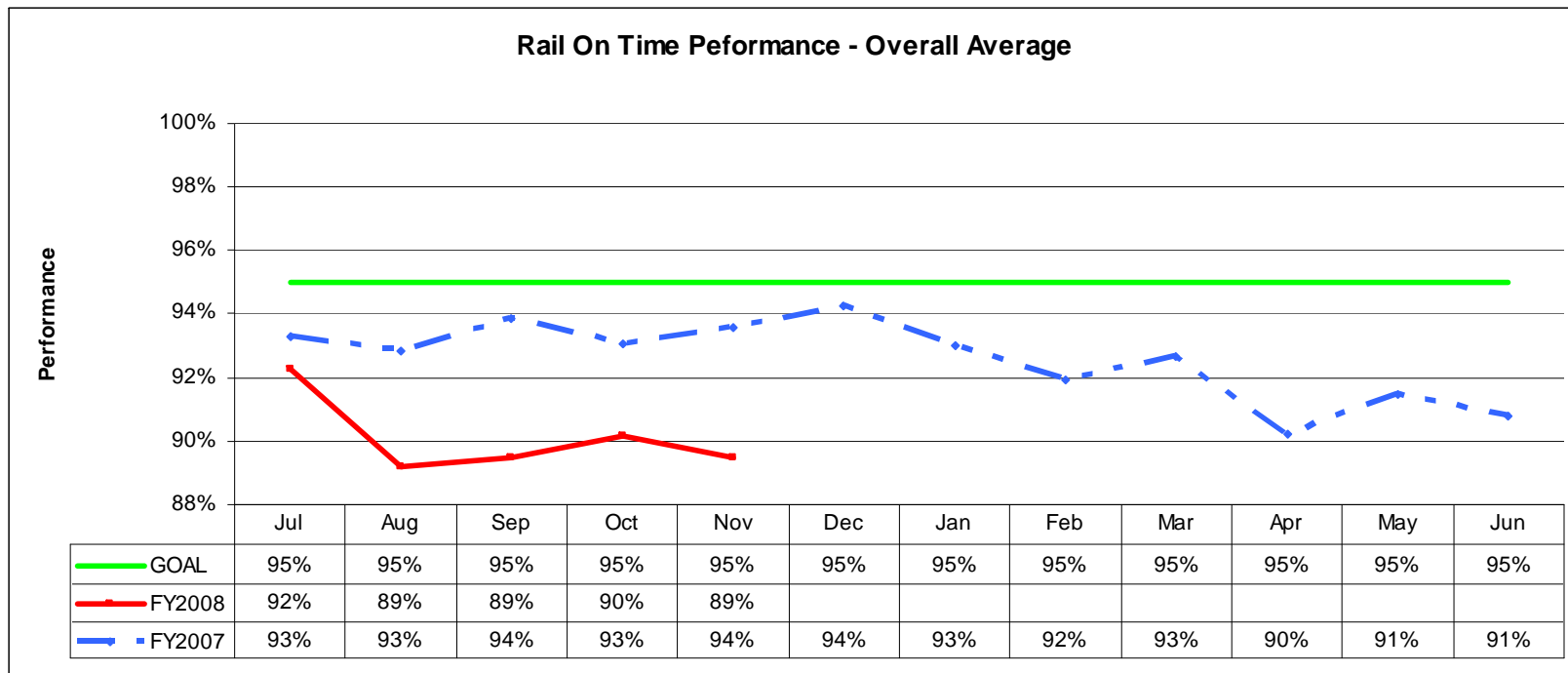
January 10, 2008

Rail On-Time Performance Summary

DEFINITION - Measured during peak service (morning, evening), mid-day and late nighttime hours on each line **end to end** - identifies percentage of trains with headway deviations less than 2 minutes. This measures how well we are providing service.

CALCULATION – (Number of Metrorail station arrivals – number of headways with 2 minutes or > deviation) / number of Metrorail station arrivals = Metrorail On Time Performance End to End.

Rail On Time Peformance - Overall Average

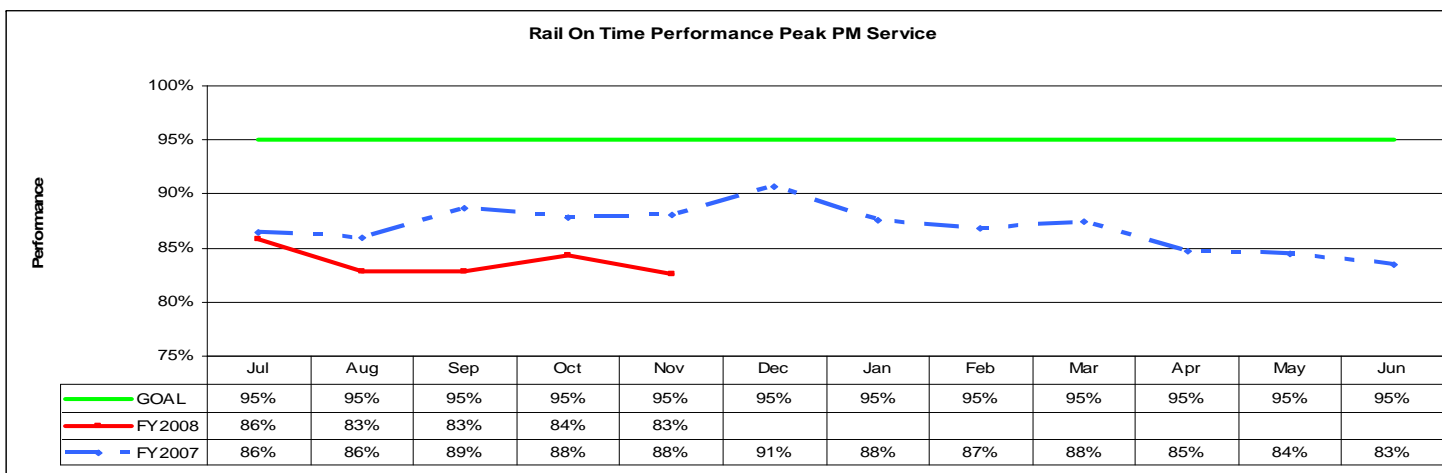|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
FY2008	92%	89%	89%	90%	89%							
FY2007	93%	93%	94%	93%	94%	94%	93%	92%	93%	90%	91%	91%

Rail On Time Performance (Peak Time)

DEFINITION - Measured during peak service (morning, evening), mid-day and late nighttime hours on each line **end to end** - identifies percentage of trains with headway deviations less than 2 minutes. This measures how well we are providing service.

CALCULATION – (Number of Metrorail station arrivals – number of headways with 2 minutes or > deviation) / number of Metrorail station arrivals = Metrorail On Time Performance End to End.
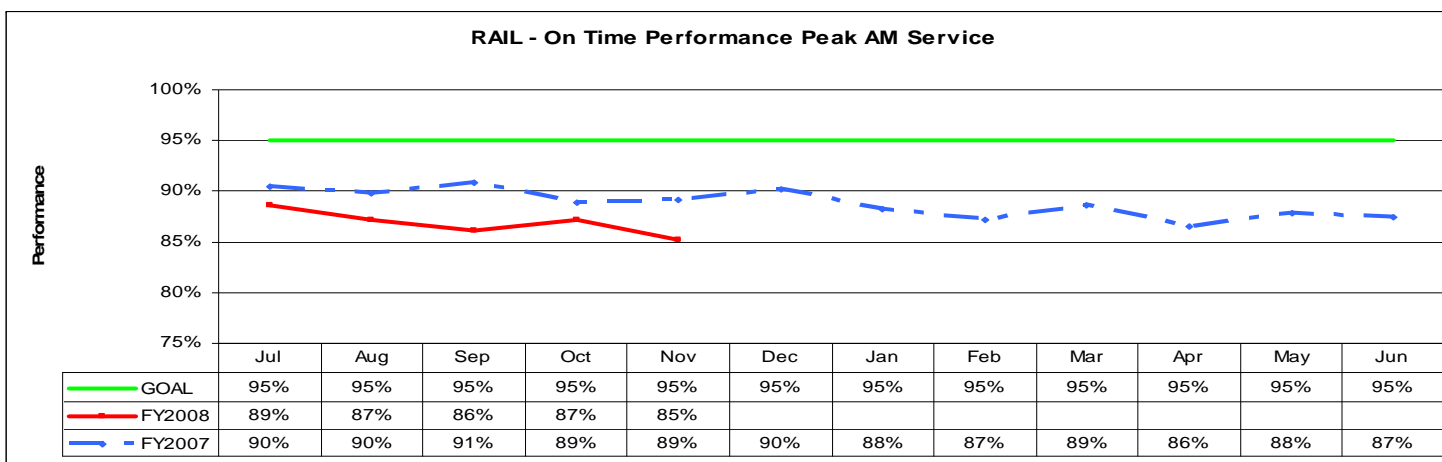
RAIL - On Time Performance Peak AM Service

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
FY2008	89%	87%	86%	87%	85%							
FY2007	90%	90%	91%	89%	89%	90%	88%	87%	89%	86%	88%	87%

Rail On Time Performance Peak PM Service

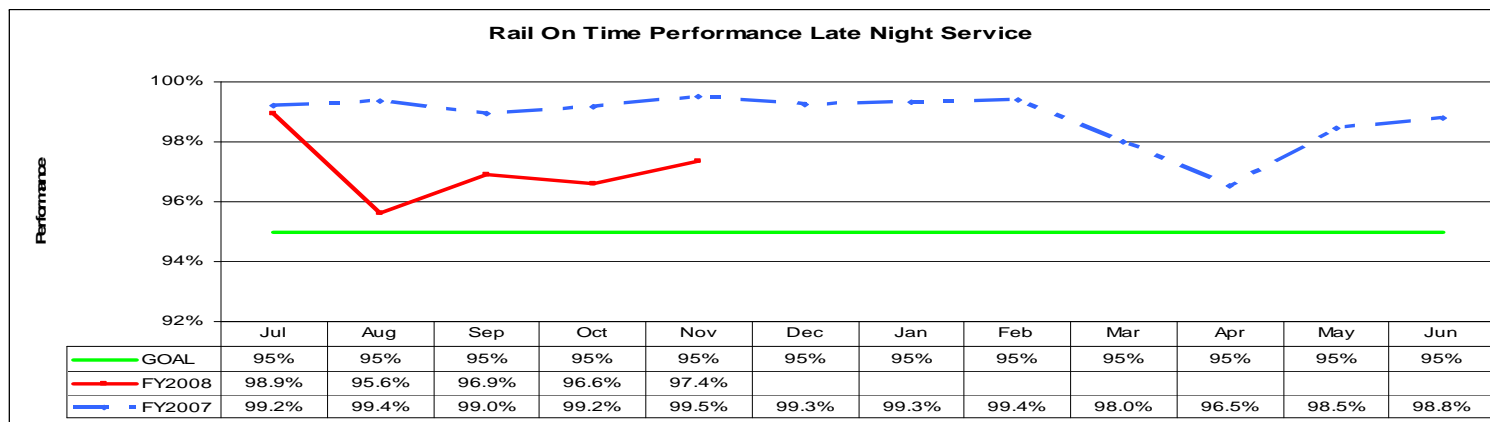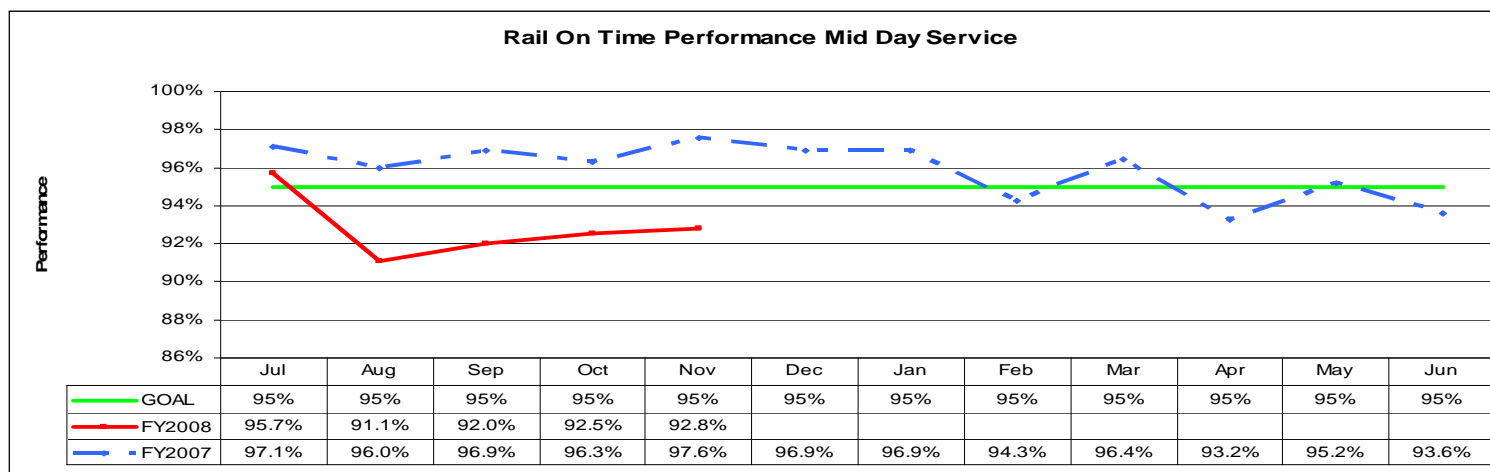|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
FY2008	86%	83%	83%	84%	83%							
FY2007	86%	86%	89%	88%	88%	91%	88%	87%	88%	85%	84%	83%

Rail On Time Performance (Off Peak)

DEFINITION - Measured during peak service (morning, evening), mid-day and late nighttime hours on each line **end to end** - identifies percentage of trains with headway deviations less than 2 minutes. This measures how well we are providing service.

CALCULATION – (Number of Metrorail station arrivals – number of headways with 2 minutes or > deviation) / number of Metrorail station arrivals = Metrorail On Time Performance End to End.

Rail On Time Performance Mid Day Service

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
FY2008	95.7%	91.1%	92.0%	92.5%	92.8%							
FY2007	97.1%	96.0%	96.9%	96.3%	97.6%	96.9%	96.9%	94.3%	96.4%	93.2%	95.2%	93.6%

Rail On Time Performance Late Night Service

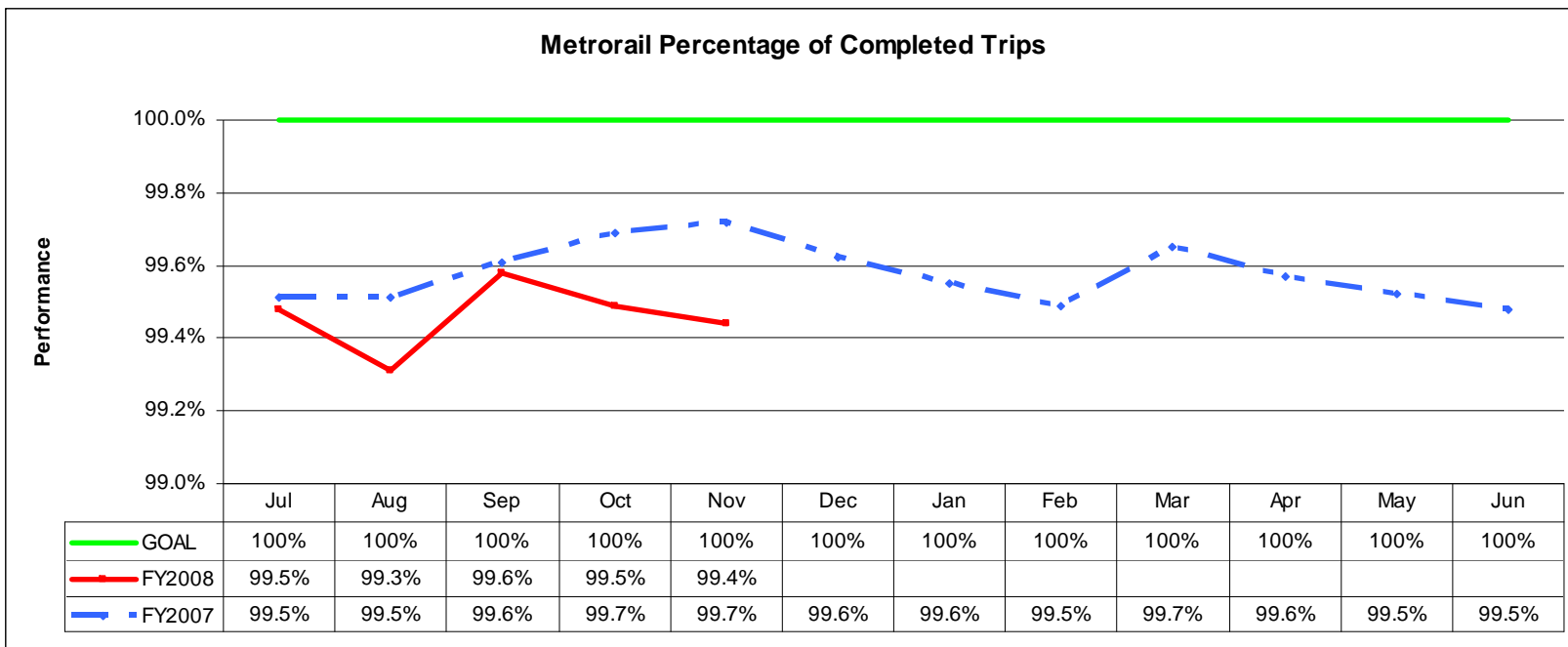|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
FY2008	98.9%	95.6%	96.9%	96.6%	97.4%							
FY2007	99.2%	99.4%	99.0%	99.2%	99.5%	99.3%	99.3%	99.4%	98.0%	96.5%	98.5%	98.8%

Rail Reliability – Completed Trips

DEFINITION – Percentage of Metrorail completed weekday trips.

CALCULATION- Average number of weekday completed trips/ average number of weekday trips = Percentage of completed trips.

Metrorail Percentage of Completed Trips

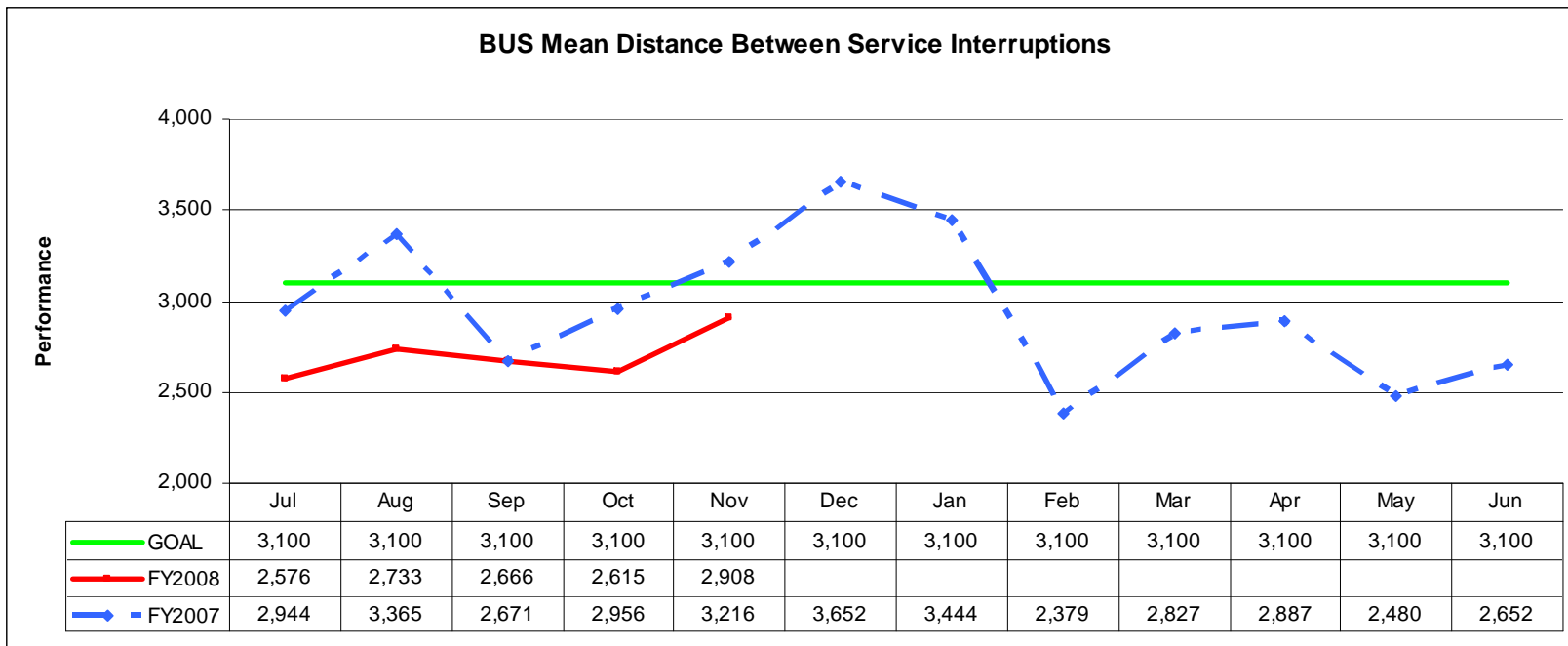|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FY2008	99.5%	99.3%	99.6%	99.5%	99.4%							
FY2007	99.5%	99.5%	99.6%	99.7%	99.7%	99.6%	99.6%	99.5%	99.7%	99.6%	99.5%	99.5%

Bus Reliability

DEFINITION - Metrobus miles traveled between any incident which caused the customer to transfer between buses for any reason, i.e. maintenance, accidents, occurrences, etc.

CALCULATION - Number of occurrences resulting in service disruption / miles = Mean Distance Between Service Interruptions (MDSI).

BUS Mean Distance Between Service Interruptions

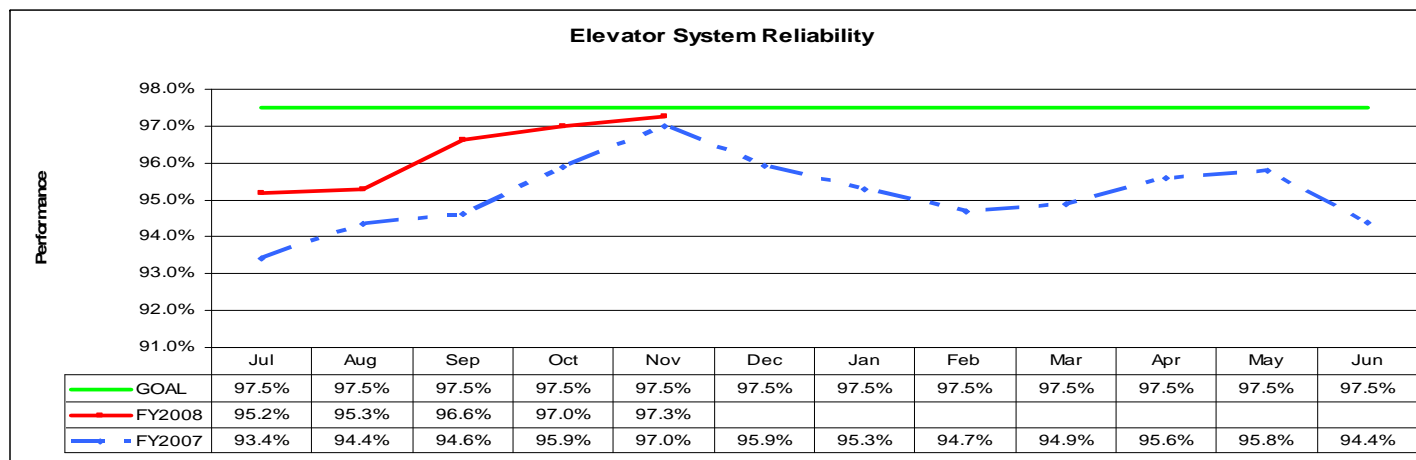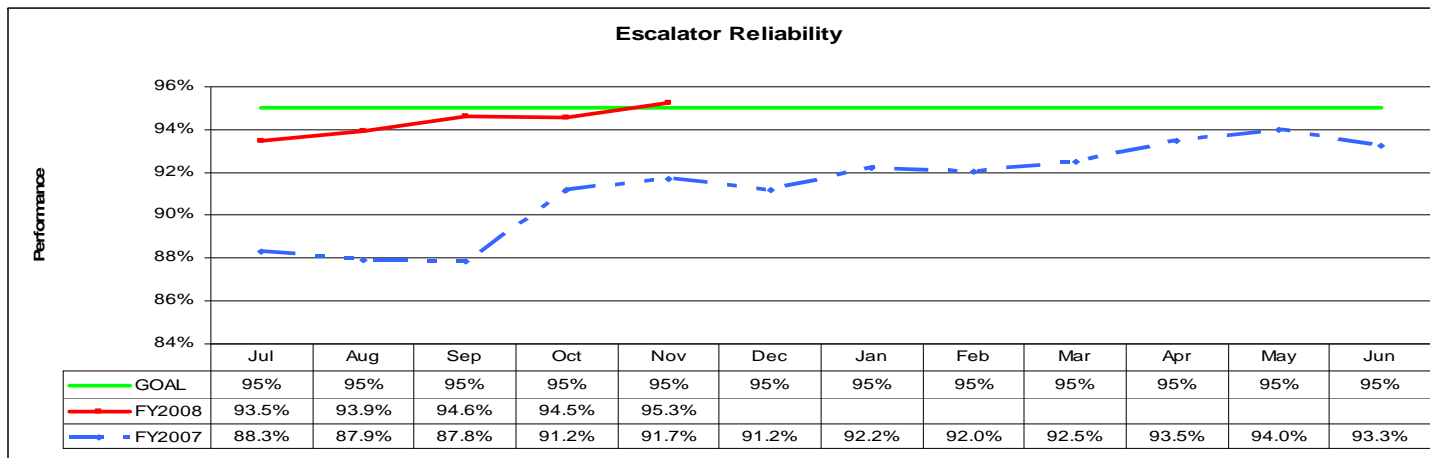|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100
FY2008	2,576	2,733	2,666	2,615	2,908							
FY2007	2,944	3,365	2,671	2,956	3,216	3,652	3,444	2,379	2,827	2,887	2,480	2,652

Escalators and Elevators Reliability

DEFINITION - Percentage of time that the escalator or elevator system is available for service.

CALCULATION - Hours achieved divided by operating hours. Hours achieved = operating hours - (hours out of service both scheduled and unscheduled). Operating hours = revenue hours * number of units.

Escalator Reliability

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
FY2008	93.5%	93.9%	94.6%	94.5%	95.3%							
FY2007	88.3%	87.9%	87.8%	91.2%	91.7%	91.2%	92.2%	92.0%	92.5%	93.5%	94.0%	93.3%

Elevator System Reliability

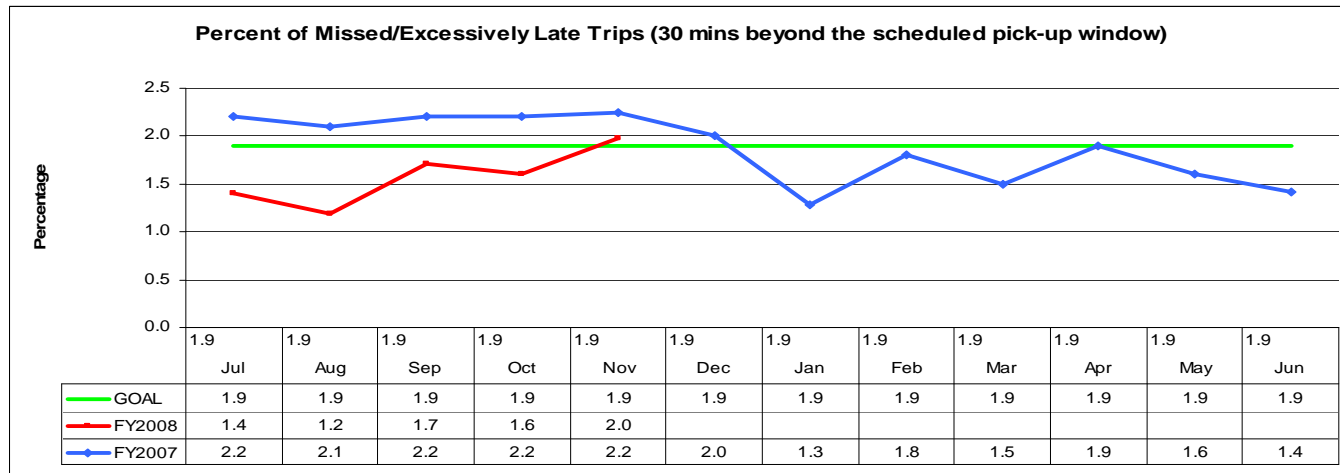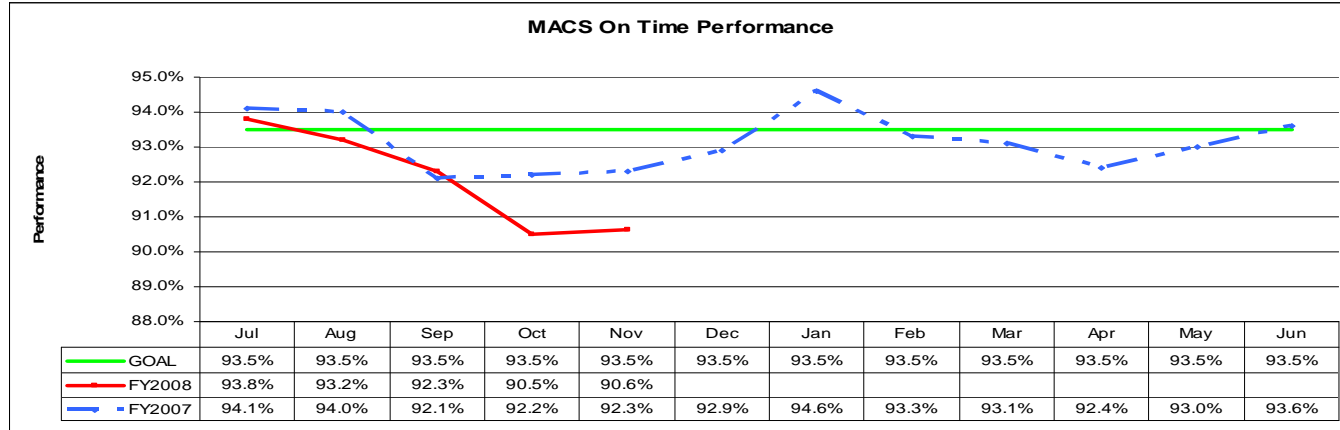|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	97.5%	97.5%	97.5%	97.5%	97.5%	97.5%	97.5%	97.5%	97.5%	97.5%	97.5%	97.5%
FY2008	95.2%	95.3%	96.6%	97.0%	97.3%							
FY2007	93.4%	94.4%	94.6%	95.9%	97.0%	95.9%	95.3%	94.7%	94.9%	95.6%	95.8%	94.4%

MetroAccess

DEFINITION - Percentage of on time pickup within a 30 minute window (15 minutes before or after scheduled pickup time).
CALCULATION - (Completed trips - number of trips with a 30 minute or > deviation) / number of completed trips = MetroAccess On Time Performance.
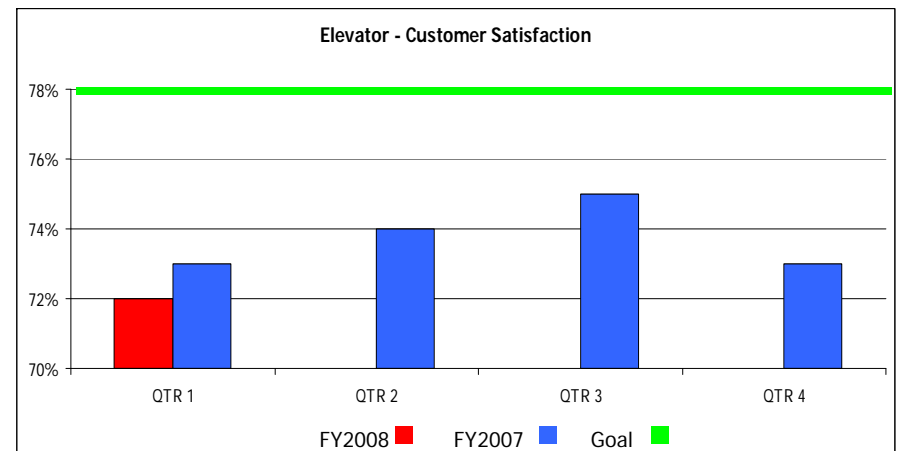
MACS On Time Performance

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	93.5%	93.5%	93.5%	93.5%	93.5%	93.5%	93.5%	93.5%	93.5%	93.5%	93.5%	93.5%
FY2008	93.8%	93.2%	92.3%	90.5%	90.6%							
FY2007	94.1%	94.0%	92.1%	92.2%	92.3%	92.9%	94.6%	93.3%	93.1%	92.4%	93.0%	93.6%

Percent of Missed/Excessively Late Trips (30 mins beyond the scheduled pick-up window)

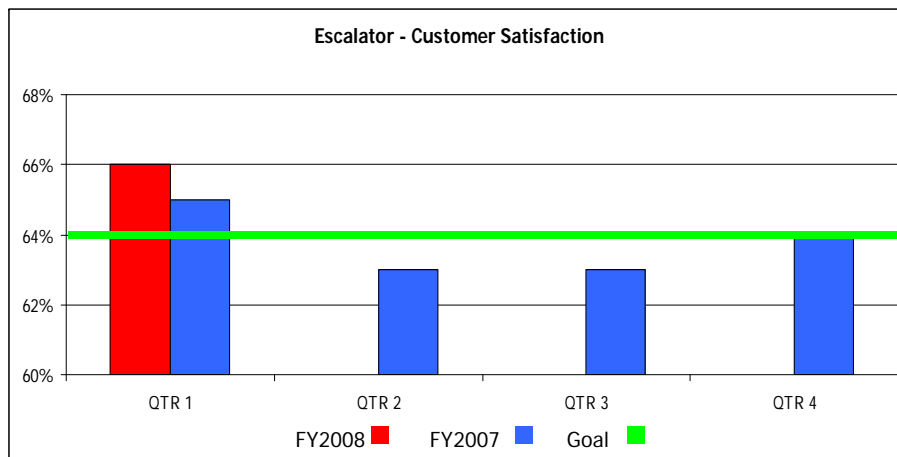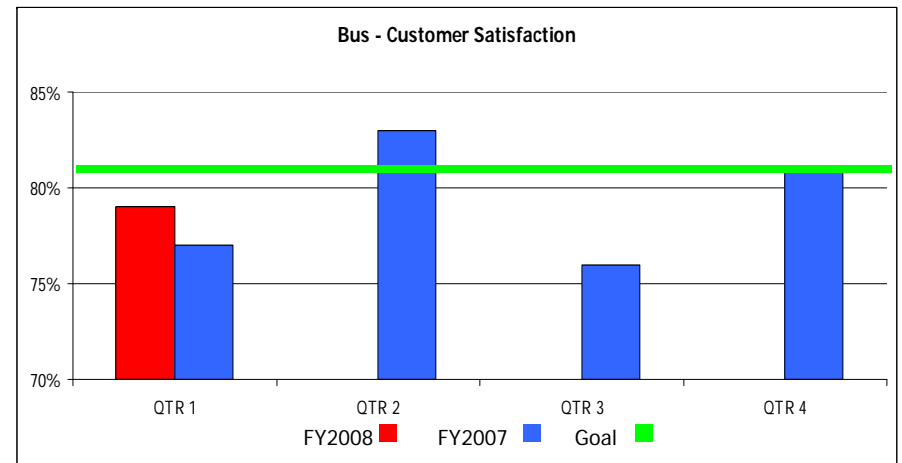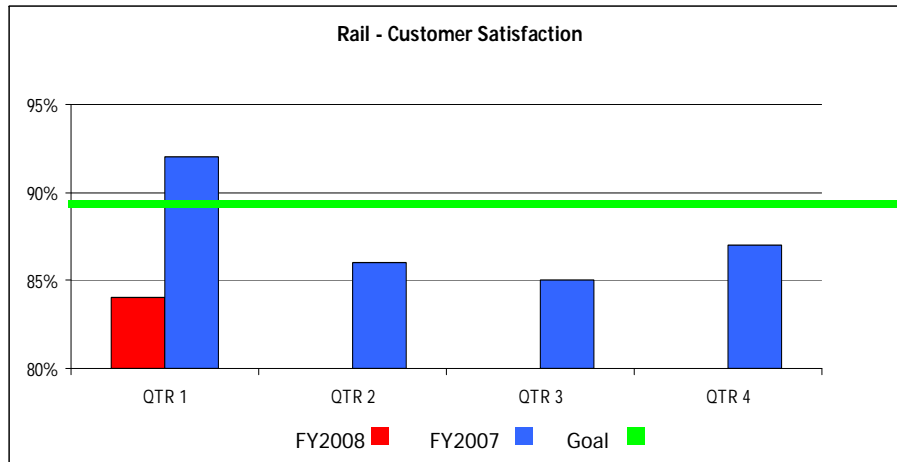|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
GOAL	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9
FY2008	1.4	1.2	1.7	1.6	2.0							
FY2007	2.2	2.1	2.2	2.2	2.2	2.0	1.3	1.8	1.5	1.9	1.6	1.4

DEFINITION - Percentage of missed/excessively late trips (beyond 30 minutes).
CALCULATION – Number of trips with a >30 minute deviation from the scheduled arrival time/ Completed trips = MetroAccess Percentage of Missed/Excessively Late Trips.

Customer Satisfaction Measure

DEFINITION - Overall customer satisfaction on performance - survey results published quarterly.

Rail - Customer Satisfaction
FY2008 ■ FY2007 ■ Goal ■

Bus - Customer Satisfaction
FY2008 ■ FY2007 ■ Goal ■

Escalator - Customer Satisfaction
FY2008 ■ FY2007 ■ Goal ■

Elevator - Customer Satisfaction
FY2008 ■ FY2007 ■ Goal ■

WMATA Performance Indicators

MEASURMENT	FY07	FY08 YTD	Nov	FY08 Target	Status
RAIL					
On-Time Performance (incl. all causes of delays)	89%	90%	89%	95%	△
Safety and Security					
Part 1 Crimes, Excluding Parking	399	192	24	310	
Part 1 Crimes in Parking	890	413	119	711	
Metrorail Patron Injuries	429	115	N/A	315	
Customer Satisfaction: Metrorail					
Customer Satisfaction Survey*	87%	84%	N/A	89%	△
Avg Weekday Ridership	701,110	730,143	710,115	711,245	●
BUS					
Mean Distance Between Service Interruptions	2,928	2,695	2,908	3,100	△
Safety and Security					
Part 1 Crimes	103	54	8	98	
Metrobus Patron Injuries	854	261	N/A	714	
Customer Satisfaction: Metrobus					
Customer Satisfaction Survey*	81%	79%	N/A	81%	●
Avg Weekday Ridership	441,221	453,937	439,918	445,054	●
VERTICAL TRANSPORTATION					
Escalator System Availability	91.3%	94.5%	95.3%	95%	●
Elevator System Availability	95.2%	96.6%	97.3%	97.5%	●
Safety: Passenger Injuries per Million Passengers					
Esc & Elev Passenger Injuries per Million Passengers	1.16	1.6	1.20	1.13	△
Customer Satisfaction Measure:					
Customer Satisfaction Survey - Escalator*	63%	66%	N/A	64%	●
Customer Satisfaction Survey - Elevator*	74%	72%	N/A	78%	△
METROACCESS					
On-time Performance	93.2%	91.9%	90.6%	93.5%	△
Percent of Missed/Excessively Late Trips	1.9	1.61	1.98	1.9	●
(30 mins beyond the scheduled pick-up window)					
Safety: Accidents Per 100,000 Miles	3.6	3.7	3.7%	2.9	△
Customer Satisfaction Measure					
Customer Satisfaction Survey*					
Total Complaints per 1,000 trips	9.1	8.8	9.8	3.5/5.0	■
Average Weekday Ridership (for comparison only)	4,669	4,819	4,803	4,850	

● High probability of achieving FY08 target (on track)

△ Uncertain if the FY08 target will be met - slight problems and/or delays

■ High probablity that the FY08 target will not be met

*Only reported quarterly