



**Customer Services, Operations, and Safety Committee**

**Board Information Item IV**

**April 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 with monthly operational highlights and system performance trends for FY08.

**DESCRIPTION**

Information contains operational highlights that have occurred during the first eight months of FY08 in the areas of on-time performance and reliability for Metrorail, Metrobus, MetroAccess and Vertical Transportation. Per Board request, specific details why a performance goal is not being achieved are provided.

**FUNDING IMPACT**

None

**RECOMMENDATION**

None



# Operational Performance

*Presented to the Board of Directors:*

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

April 10, 2008



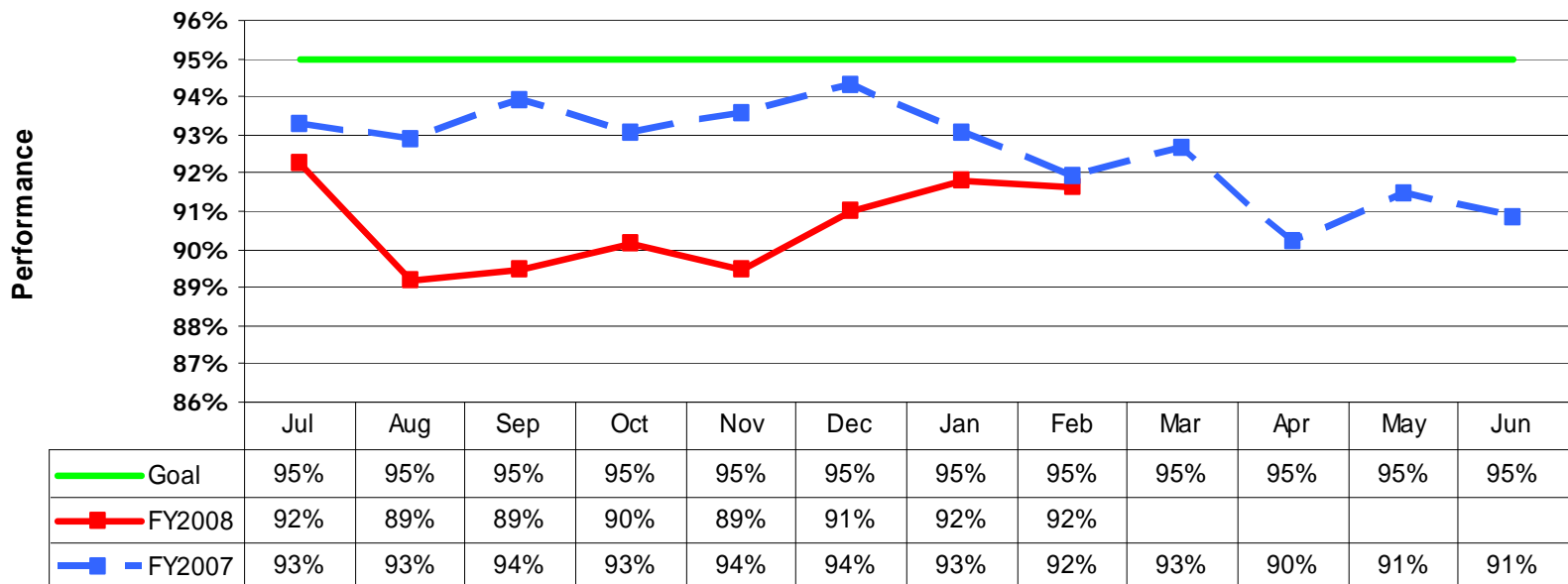


# Rail On-Time Performance Summary

**DEFINITION** – Measured during peak service (morning, evening), identifying percentage of trains on each line **end-to-end** within a 2 minute headway deviation and measured mid day and late night within a 50% headway deviation. This measures how well we are providing service.

**CALCULATION** – (Number of Metrorail station arrivals – number of headways with >2 minute deviation or 50% headway deviation) / number of Metrorail station arrivals = Metrorail On Time Performance End to End.

**Rail On Time Performance - Overall Average**

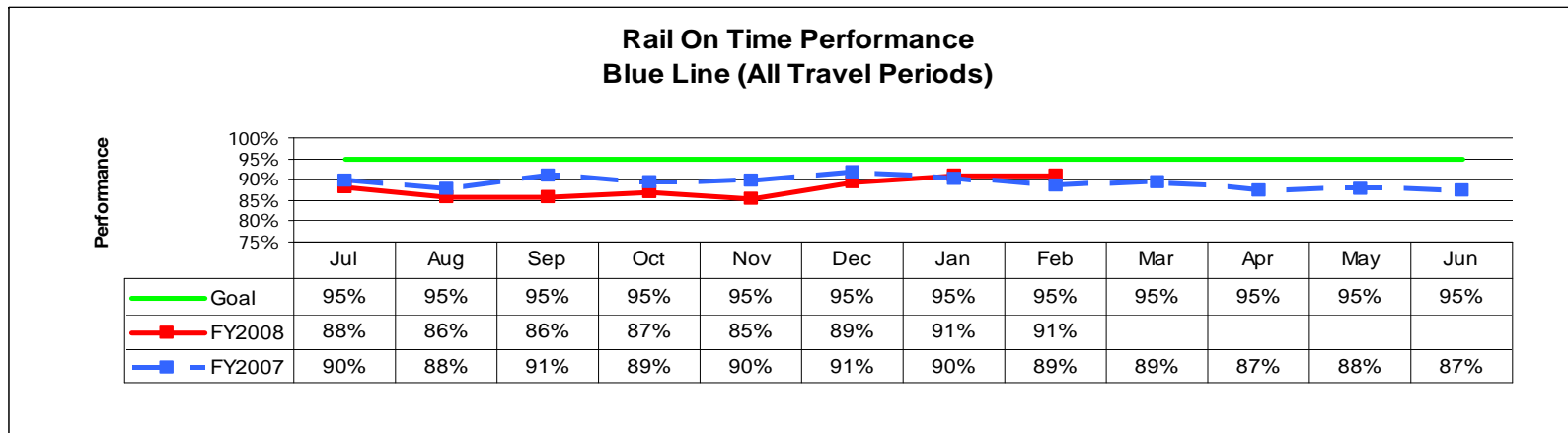
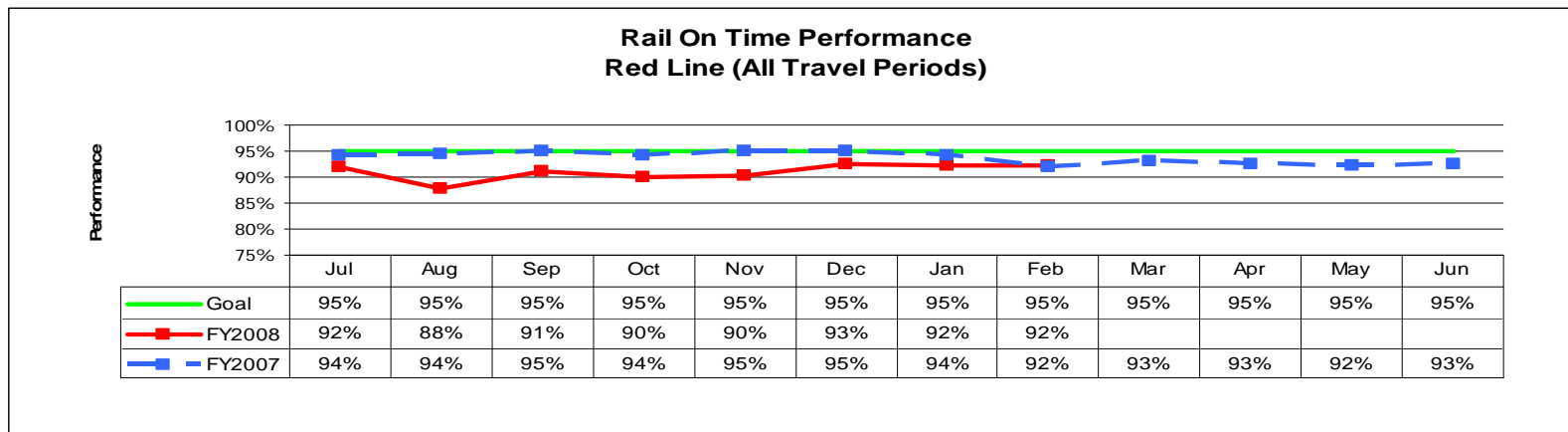




# Rail On-Time Performance Summary

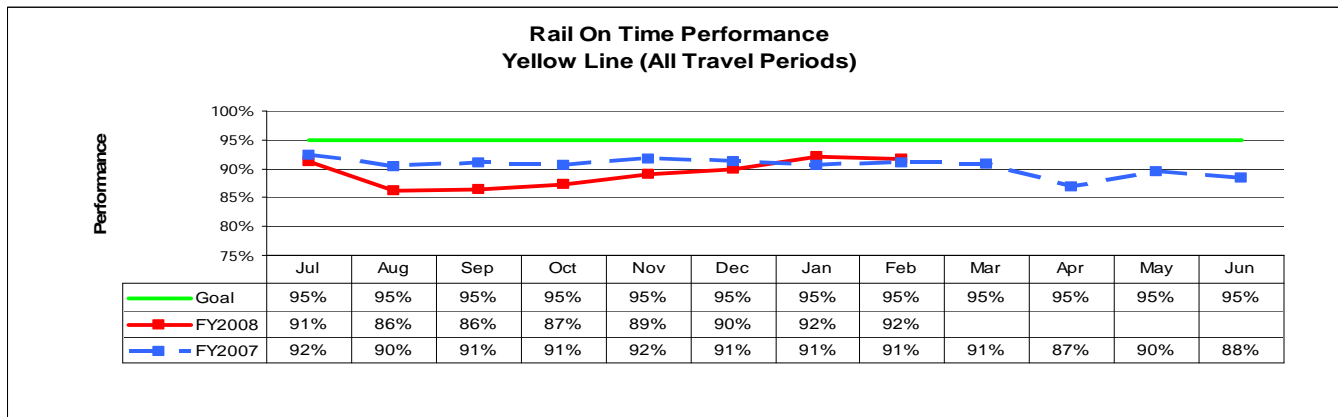
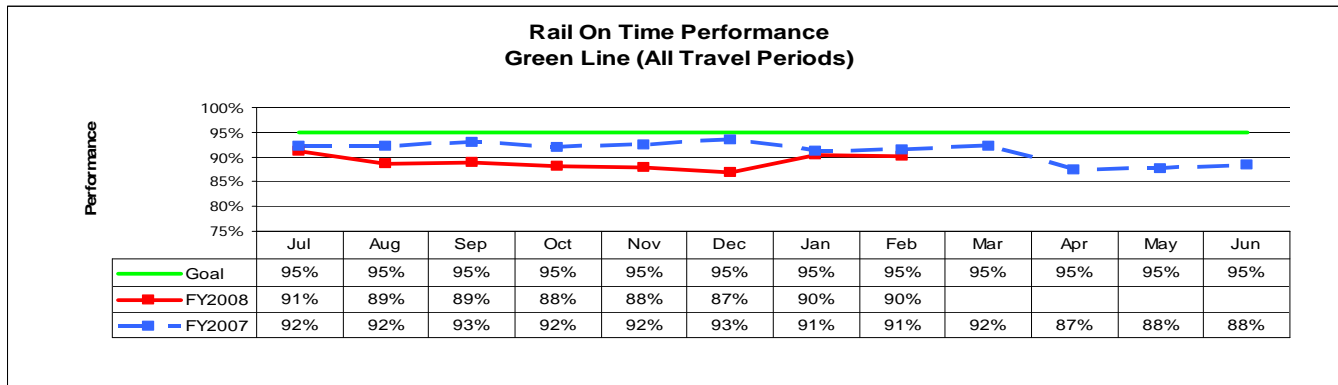
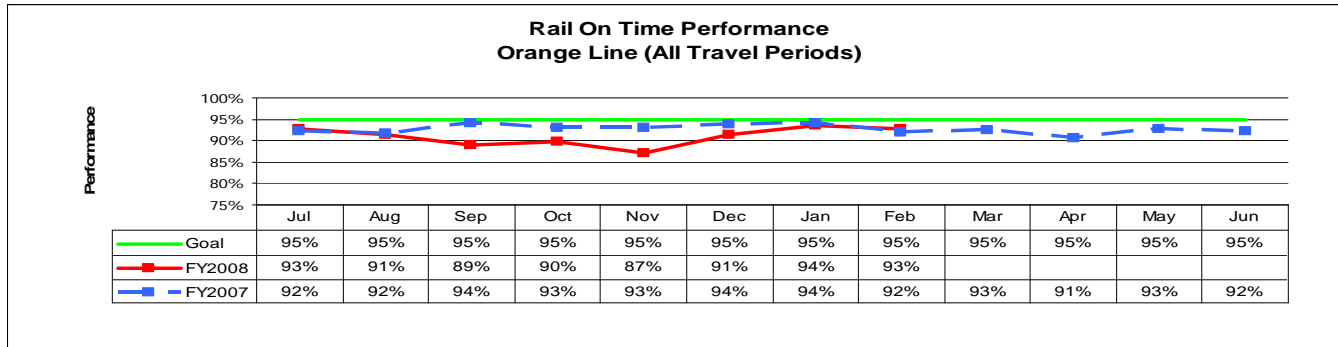
**DEFINITION** – Measured during peak service (morning, evening), identifying percentage of trains on each individual line **end-to-end** within a 2 minute headway deviation and measured mid day and late night within a 50% headway deviation. This measures how well we are providing service.

**CALCULATION** – (Number of Metrorail station arrivals – number of headways with >2 minute deviation or 50% headway deviation) / number of Metrorail station arrivals = Metrorail On Time Performance End to End.





# Rail On-Time Performance Summary



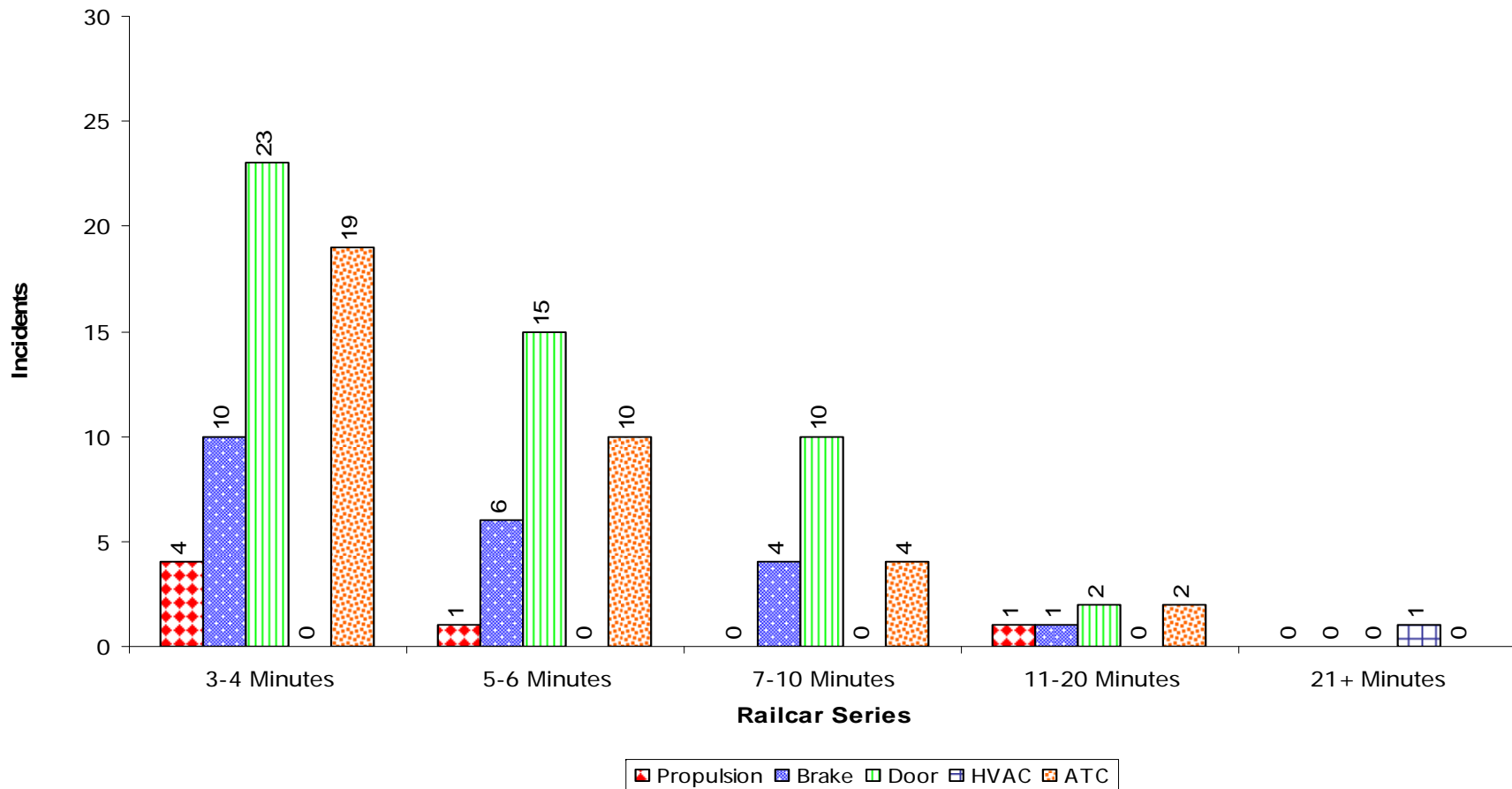


# Rail Car Failures by Delay Time

**DEFINITION** – Delay in minutes that resulted from railcar subsystem component failures.

**CALCULATION** – Rail car subsystem failures grouped by number of minutes of the delay.

**Railcar Failures By Delay Time  
February 2008**

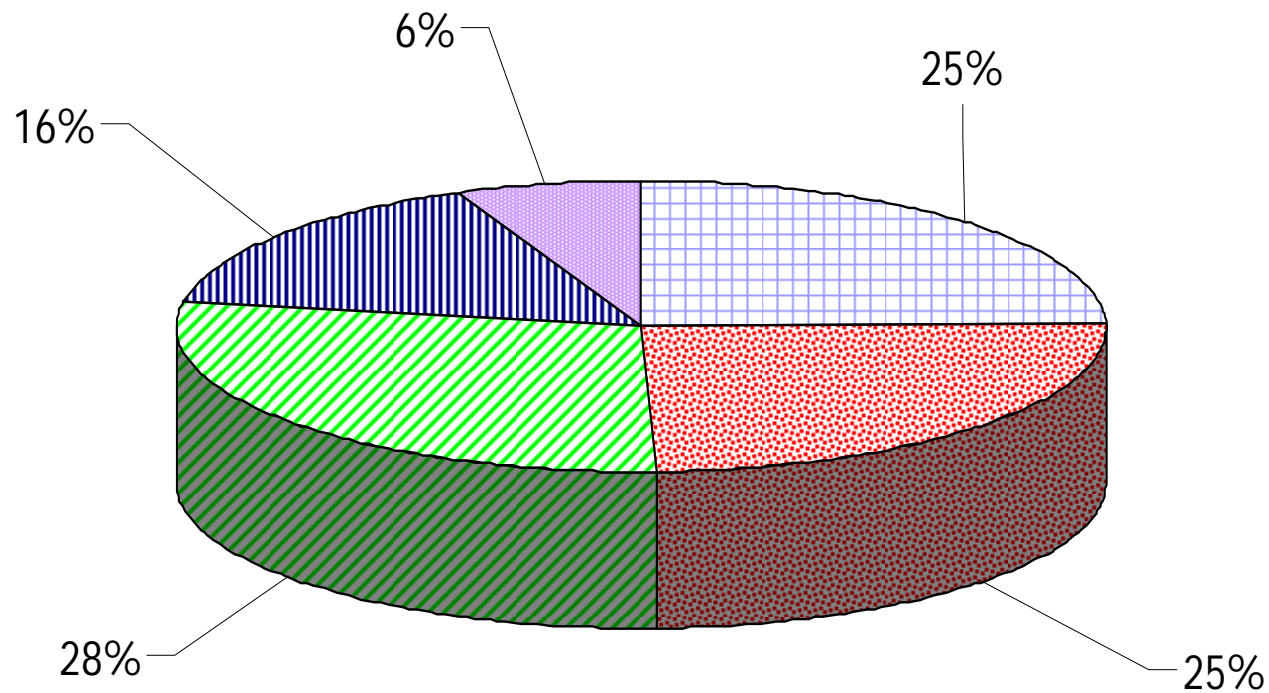




# Major Incidents Affecting Rail Performance

**DEFINITION** – Number of incidents by type.

**CALCULATION** – Total number of incidents by type for February 2008.



- |                         |                    |                  |
|-------------------------|--------------------|------------------|
| Automatic Train Control | Brake Malfunctions | Door Malfunction |
| Customer Related        | Other              |                  |

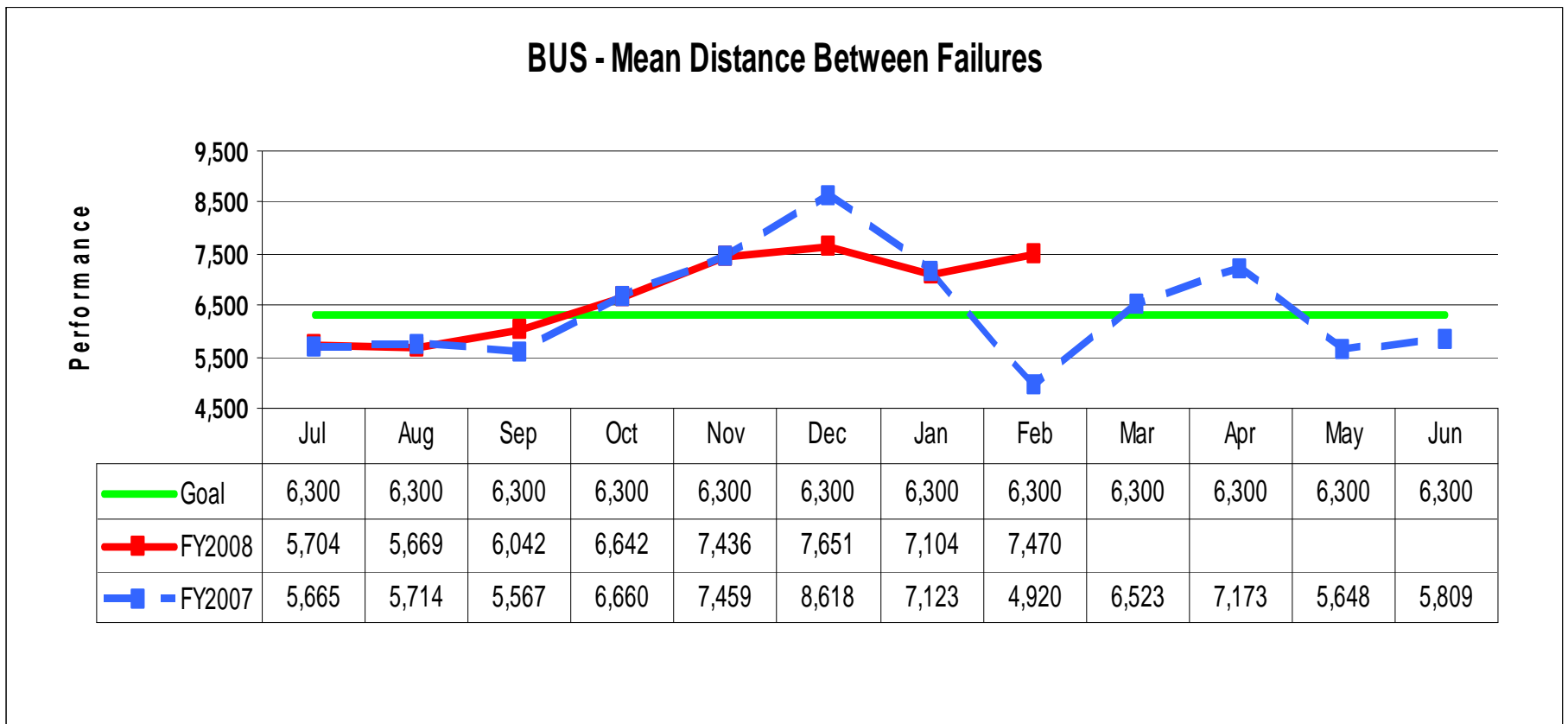




# Bus Mean Distance Between Failures

**DEFINITION** – This measure identifies the number of miles traveled before a mechanical breakdown

**CALCULATION** – Number of failures/miles = Mean Distance Between Failures.



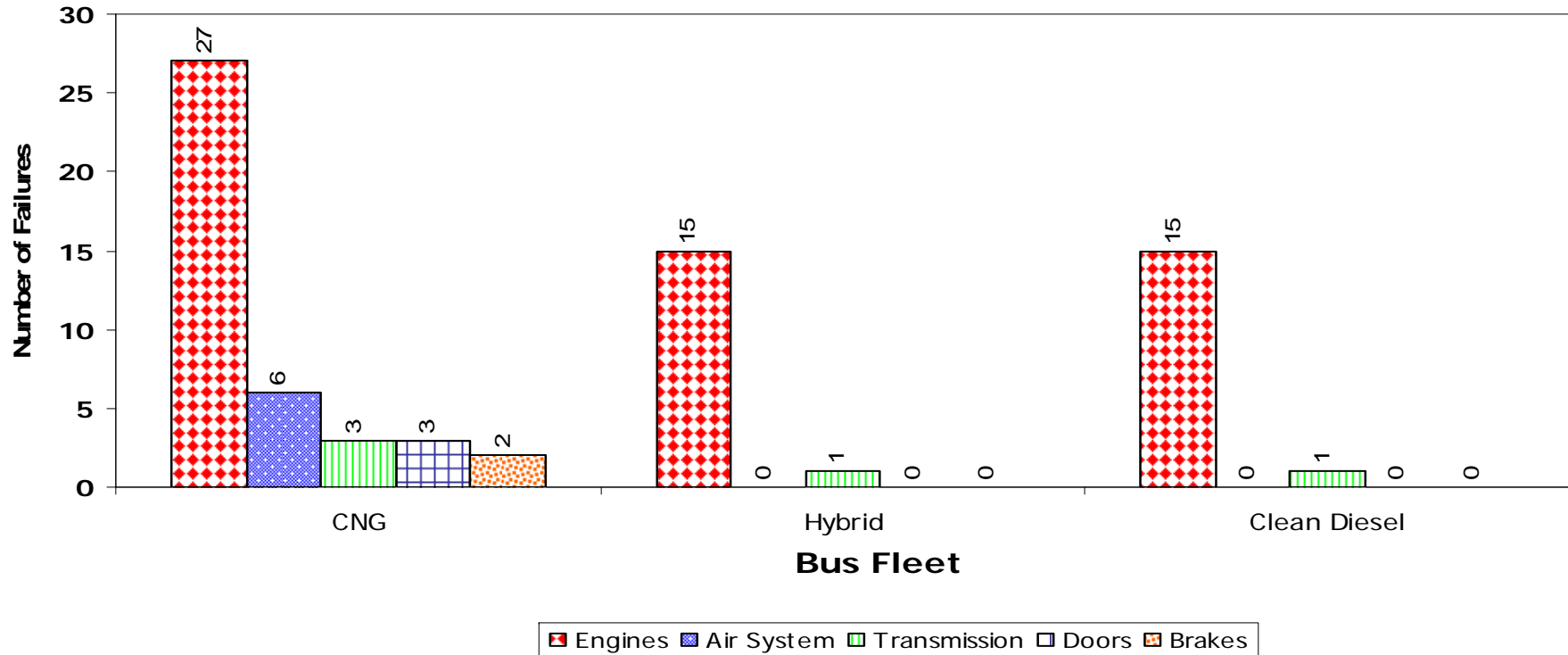


# Bus Fleet Comparison by Failures

**DEFINITION** – Number of failures by subsystem per bus fleet for February 2008.

**CALCULATION** – Total number of failures per subsystem by bus fleet

**Bus Failures by Subsystem  
February 2008**



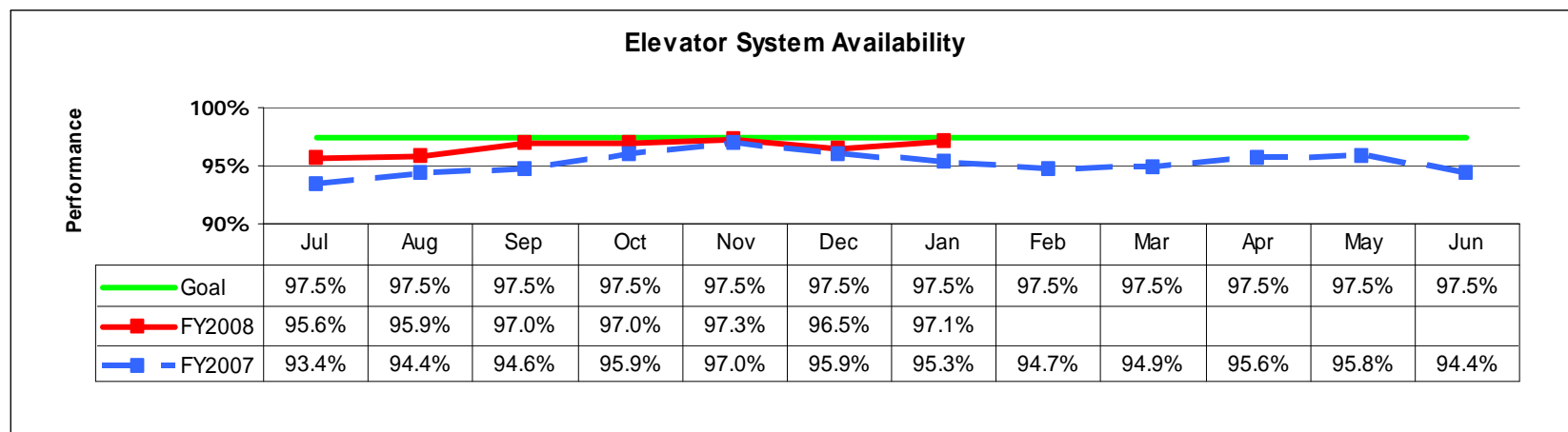
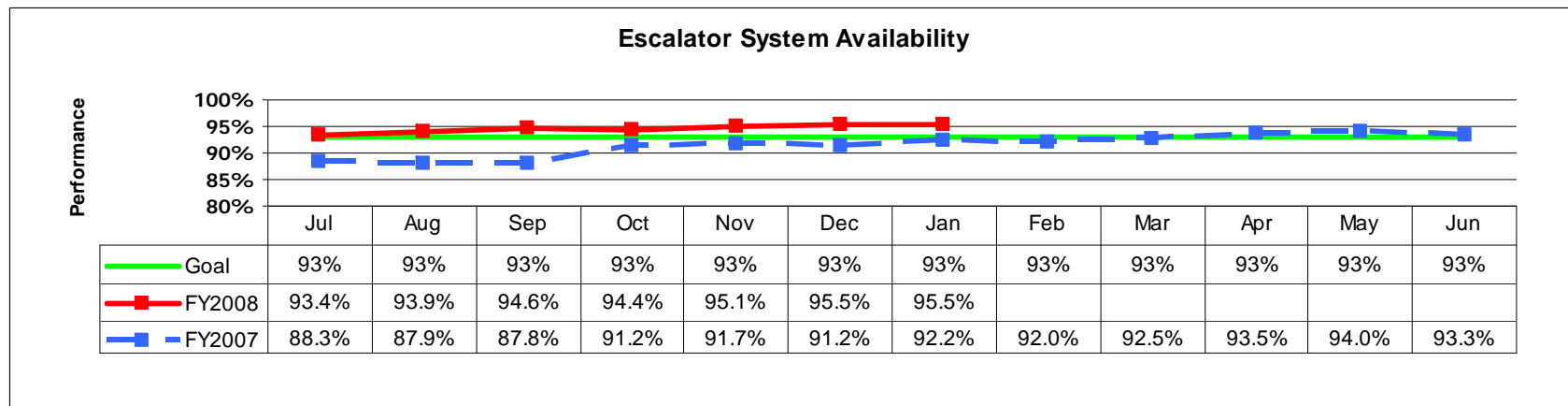
**Bus Fleet Size: CNG = 275 Hybrid = 50 Clean Diesel = 117**



# 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.





# Escalators and Elevators Reliability

**DEFINITION** – Top 12 Elevators and Escalators with the most non-scheduled outages for the past 90 days December 2007 thru February 2008.

**CALCULATION** – Rank first by number of failures, second by amount of time.

## ESCALATORS

Rank	DECEMBER 2007			JANUARY 2008			FEBRUARY 2008		
	Station Name	Unit	Outages	Station Name	Unit	Outages	Station Name	Unit	Outages
1	U STREET	4	18	DEANWOOD	2	26	ANACOSTIA	2	20
2	MCPHERSON SQUARE	2	15	DUPONT CIRCLE	3	19	CLEVELAND PARK	5	17
3	VIENNA	3	15	ANACOSTIA	2	17	CONGRESS HEIGHTS	1	17
4	NEW YORK AVE	1	14	SHAW	1	15	TENLEYTOWN	7	16
5	MINNESOTA AVE	1	14	ROSSLYN	4	14	DUPONT CIRCLE	3	15
6	RHODE ISLAND AVE	2	13	SMITHSONIAN	1	14	GALLERY PLACE	2	15
7	POTOMAC AVE	3	13	MT VERNON	6	14	VIRGINIA SQUARE	1	15
8	SHAW	2	13	CAPITOL SOUTH	3	13	WOODLEY PARK	4	13
9	ARCHIVES	5	12	FRIENDSHIP HEIGHTS	3	12	ARCHIVES	2	13
10	SMITHSONIAN	4	12	CAPITOL HEIGHTS	3	12	NAVY YARD	3	13
11	WEST FALLS CHURCH	3	12	FRIENDSHIP HEIGHTS	5	12	ADDISON ROAD	1	13
12	MT VERNON	7	12	SMITHSONIAN	3	12	COLUMBIA HEIGHTS	1	12

## ELEVATORS

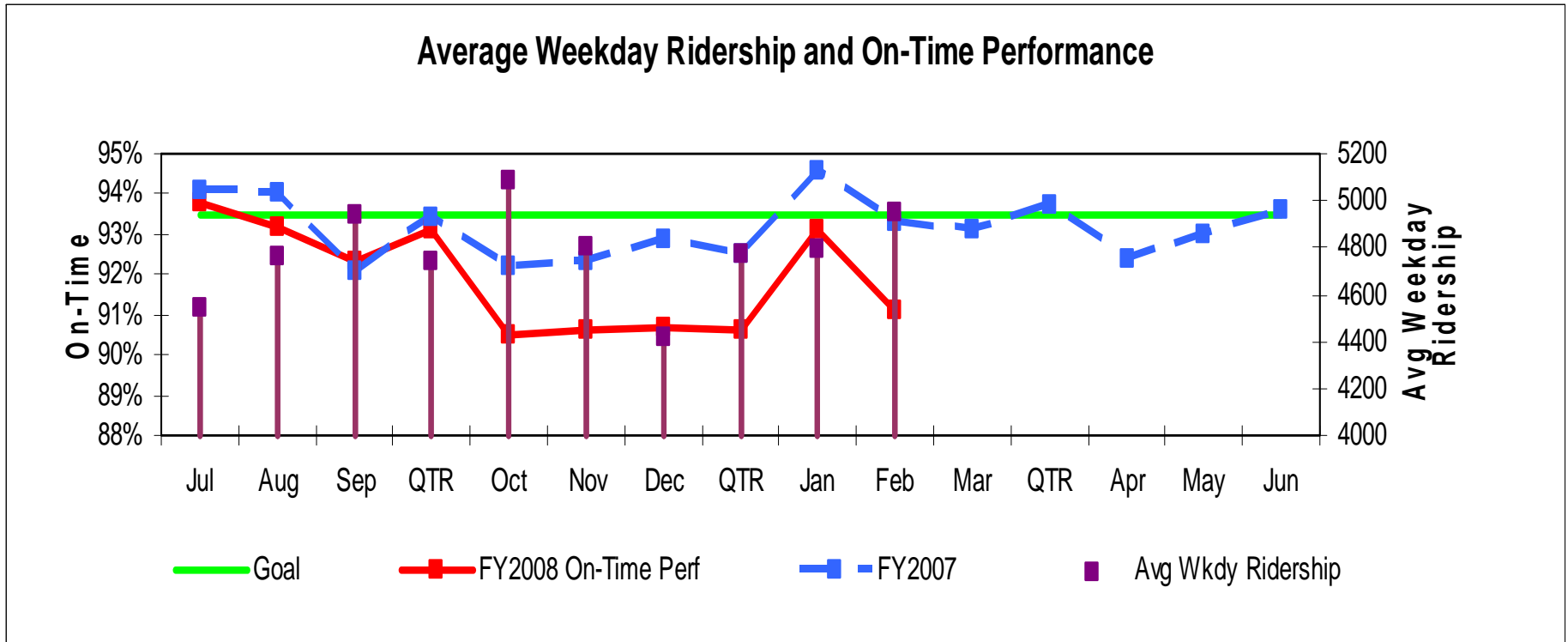
Rank	DECEMBER 2007			JANUARY 2008			FEBRUARY 2008		
	Station Name	Unit	Outages	Station Name	Unit	Outages	Station Name	Unit	Outages
1	BALLSTON	3	14	BALLSTON	3	19	COLUMBIA HEIGHTS	1	13
2	DUPONT CIRCLE	1	10	WATERFRONT	1	10	COLUMBIA HEIGHTS	2	9
3	WATERFRONT	1	8	MINNESOTA AVE	1	8	WATERFRONT	1	9
4	SHAW	1	7	SHAW	1	6	CLEVELAND PARK	1	8
5	CAPITOL SOUTH	1	5	CAPITOL HEIGHTS	2	6	BROOKLAND	2	7
6	WOODLEY PARK	1	4	FOREST GLEN	3	5	COURTHOUSE	1	7
7	FOREST GLEN	1	4	WHEATON	1	5	VAN NESS	1	6
8	ROSSLYN	2	4	EASTERN MARKET	2	5	ROSSLYN	1	6
9	EASTERN MARKET	2	4	MINNESOTA AVE	2	5	CAPITOL SOUTH	1	6
10	FOREST GLEN	3	4	COLUMBIA HEIGHTS	1	5	SUITLAND	2	6
11	COLUMBIA HEIGHTS	2	4	LARGO TOWN CENTER	6	5	EISENHOWER AVE	1	5
12	COLUMBIA HEIGHTS	1	4	MT VERNON	3	4	MINNESOTA AVE	1	4



# MetroAccess

**DEFINITION** - Percentage of on-time pickup within a 30 minute window (15 minutes before or after scheduled pickup time).

**CALCULATION** - (Total on-time trips including "no shows" to which we were initially on-time /sum of total completed trips (including "no shows" to which we were initially late) and missed trips = MetroAccess On Time Performance.





# MetroAccess

**DEFINITION** - Percentage of missed/excessively late trips (beyond 30 minutes).

**CALCULATION** - Number of completed trips with a >30 minute deviation from the scheduled arrival time/Completed trips = MetroAccess Percentage of Missed/Excessively Late Trips.

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

