



Customer Services, Operations, and Safety Committee

Board Information Item III

July 10, 2008

Operational Performance

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

<input type="checkbox"/> Action <input checked="" type="checkbox"/> Information	MEAD Number:	Resolution: <input 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 FY08.

DESCRIPTION:

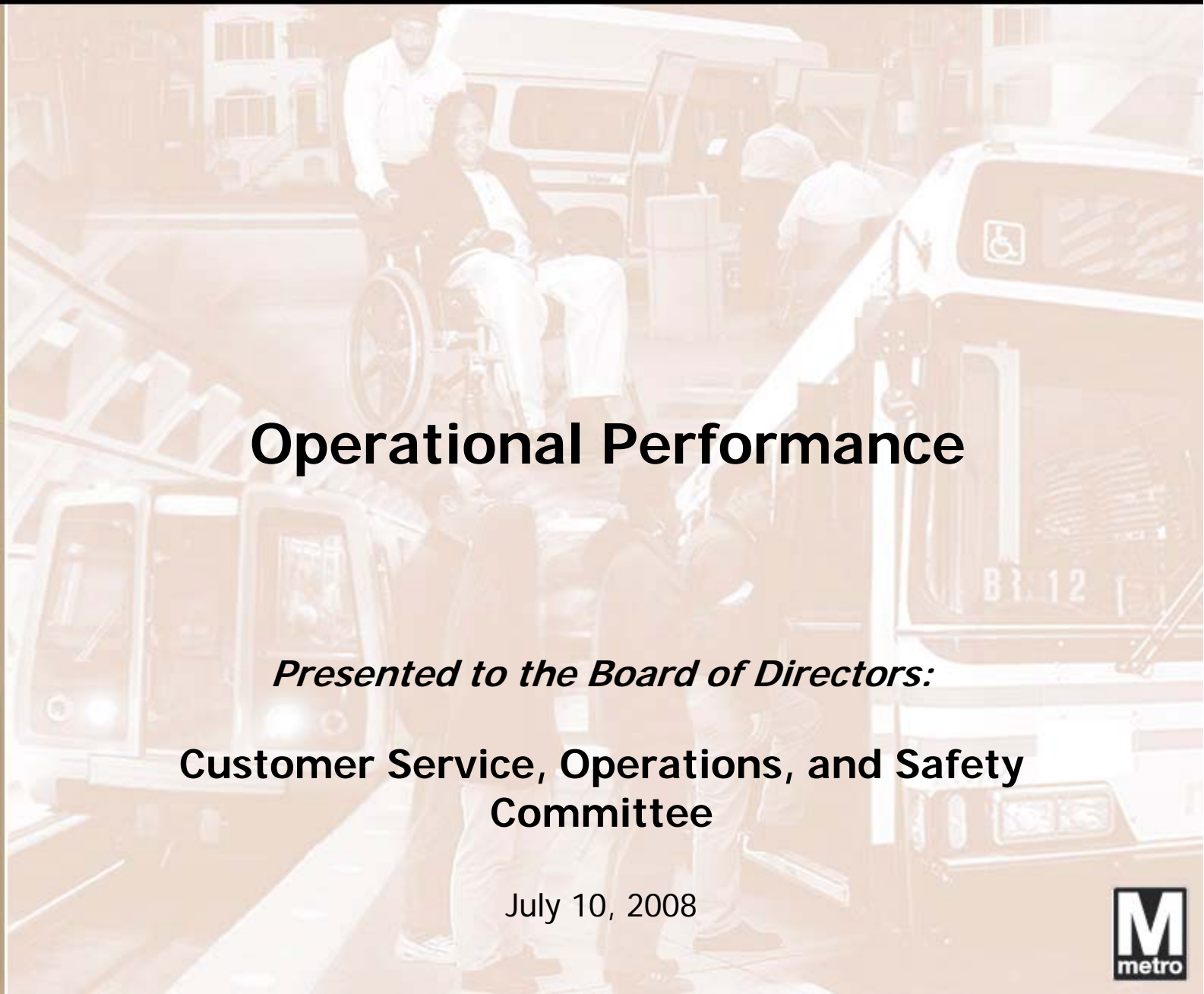
Information contains operational highlights that have occurred during the first 11 months of FY08 in the areas of on-time performance and reliability for Metrorail, Metrobus, MetroAccess and Vertical Transportation. Per Board request average time associated with unscheduled maintenance calls related to resets and adjustments is provided for elevators/escalators.

FUNDING IMPACT:

No impact on funding.

RECOMMENDATION:

None



Operational Performance

Presented to the Board of Directors:

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

July 10, 2008

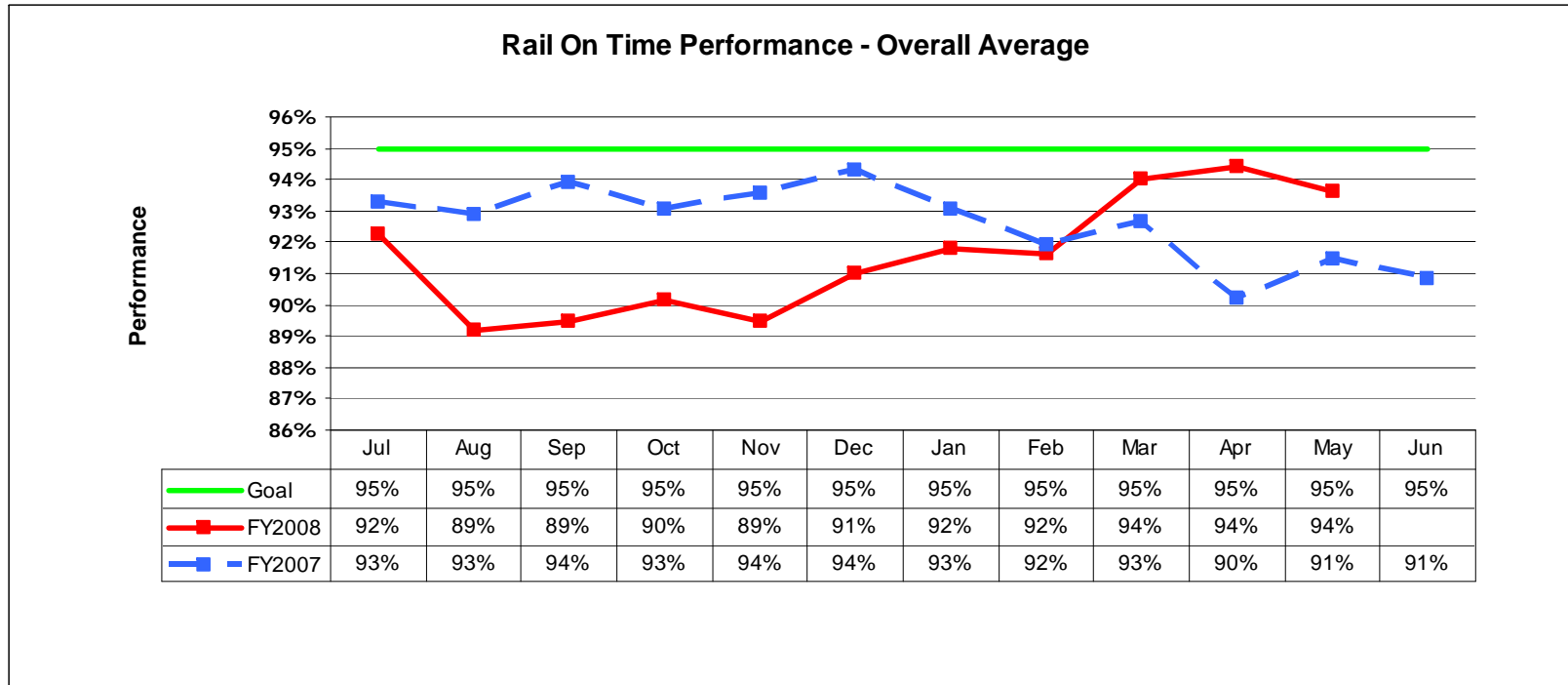




Rail On-Time Performance Summary

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.

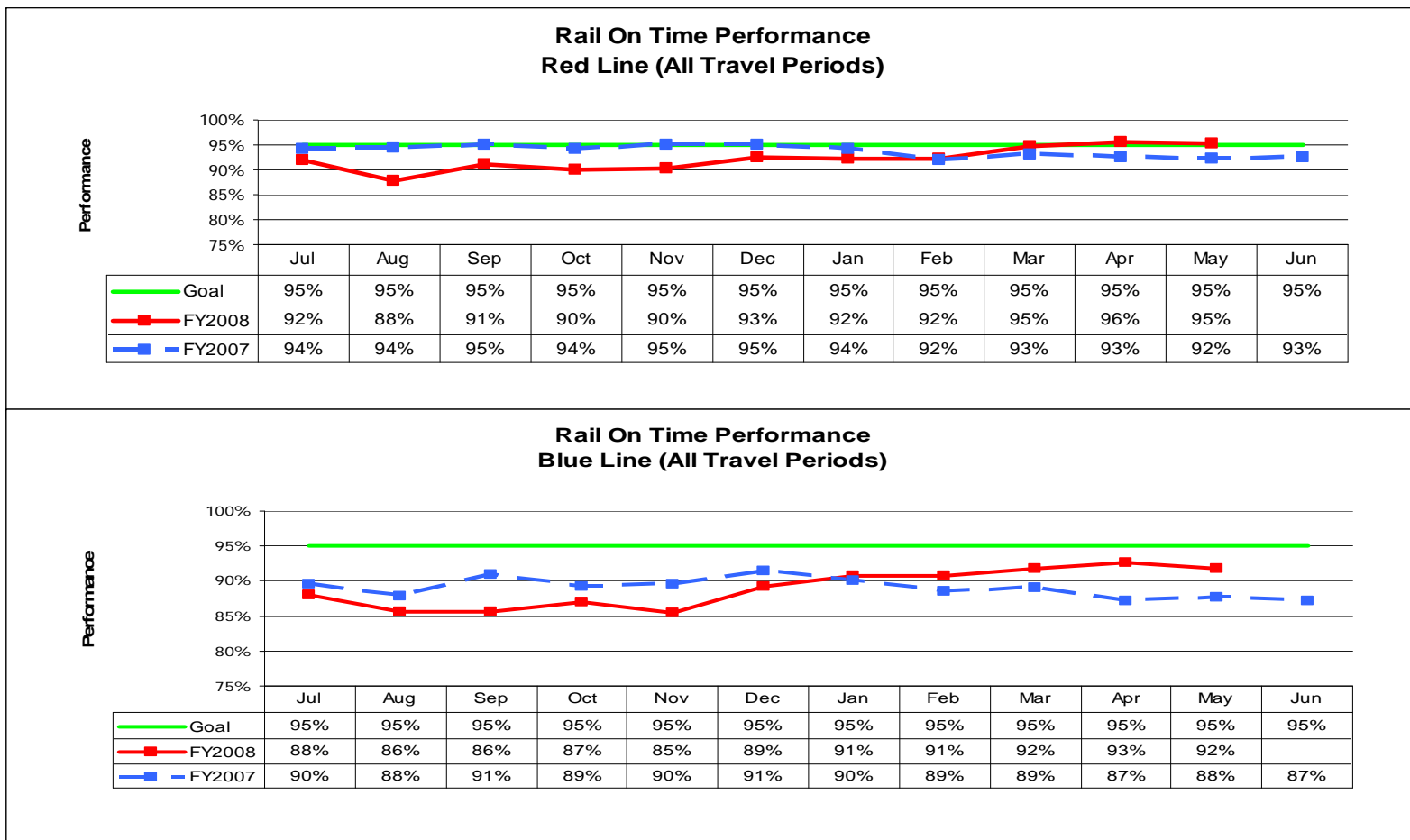




Rail On-Time Performance Summary

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.

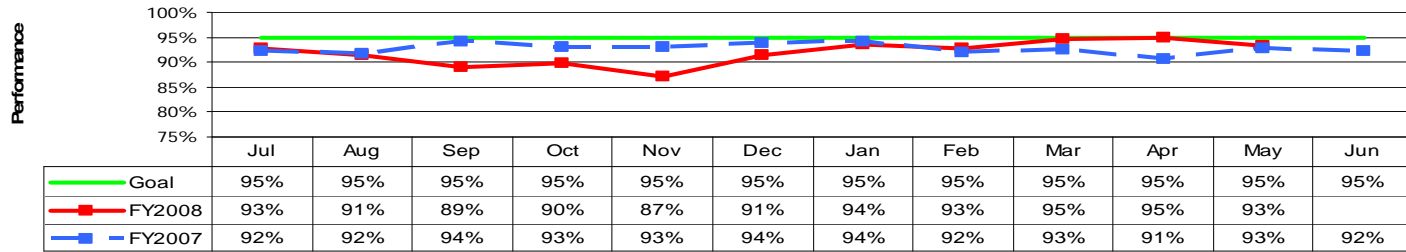
CALCULATION – (Number of Metrorail station arrivals – number of headways with >2 minute deviation or 50% headway deviation) / number of Metrorail station arrivals = Metrorail On Time Performance End to End.



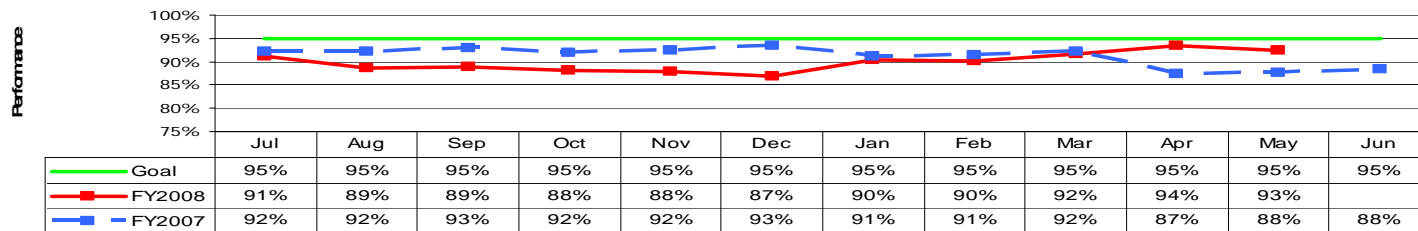


Rail On-Time Performance Summary

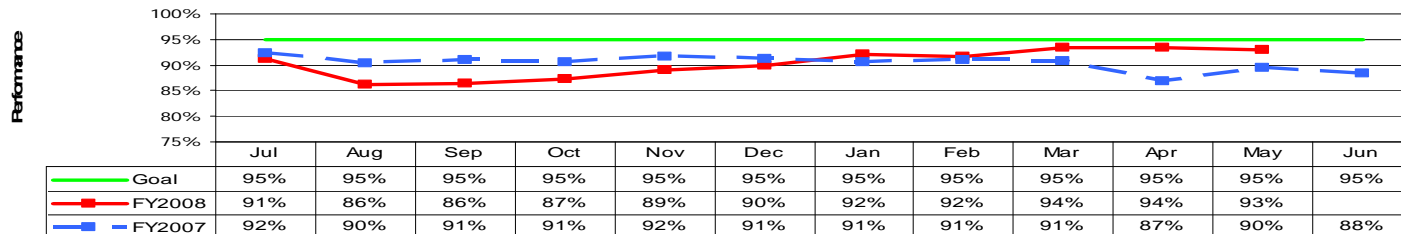
**Rail On Time Performance
Orange Line (All Travel Periods)**



**Rail On Time Performance
Green Line (All Travel Periods)**



**Rail On Time Performance
Yellow Line (All Travel Periods)**



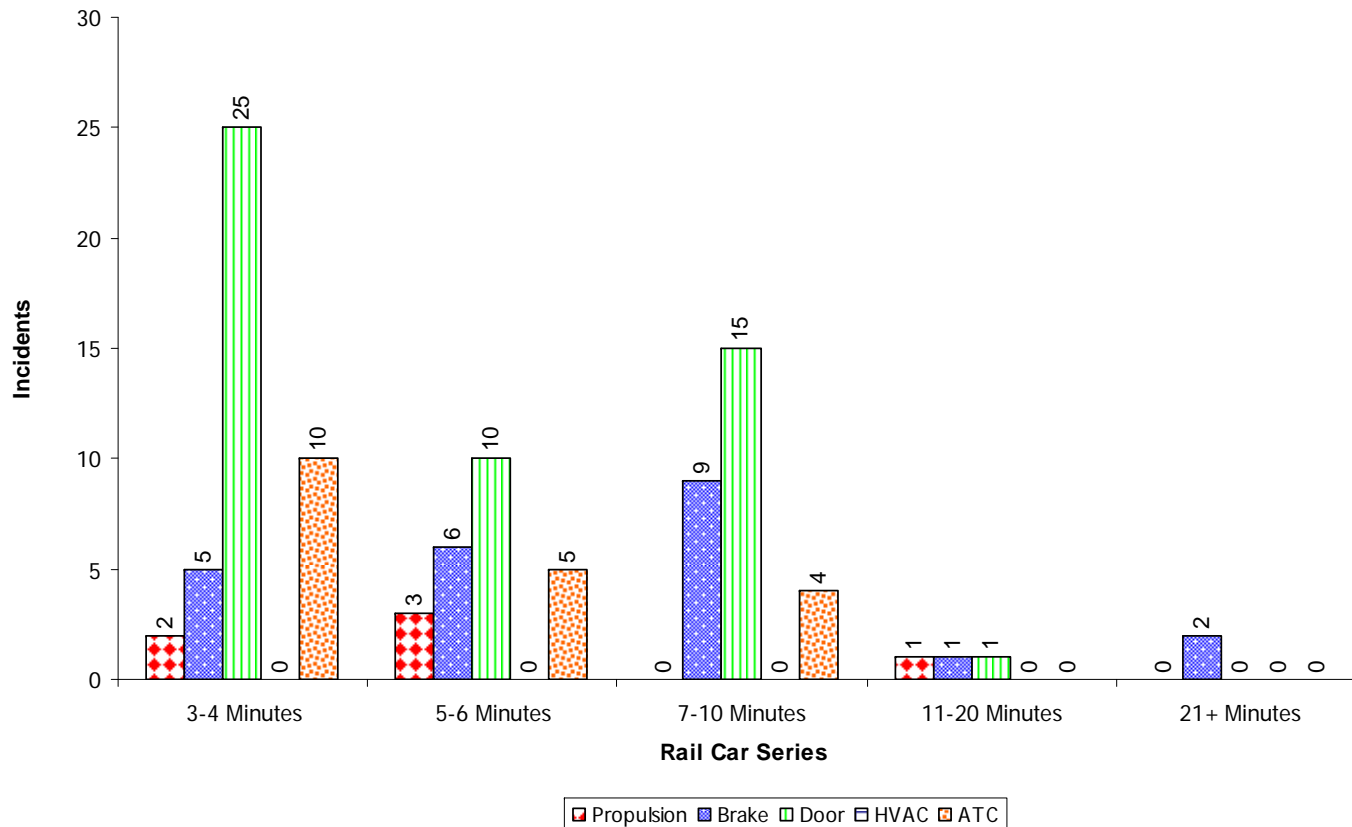


Rail Car Failures by Delay Time

DEFINITION – Delay in minutes that resulted from rail car subsystem component failures.

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

Rail Car Failures By Delay Time
May 2008

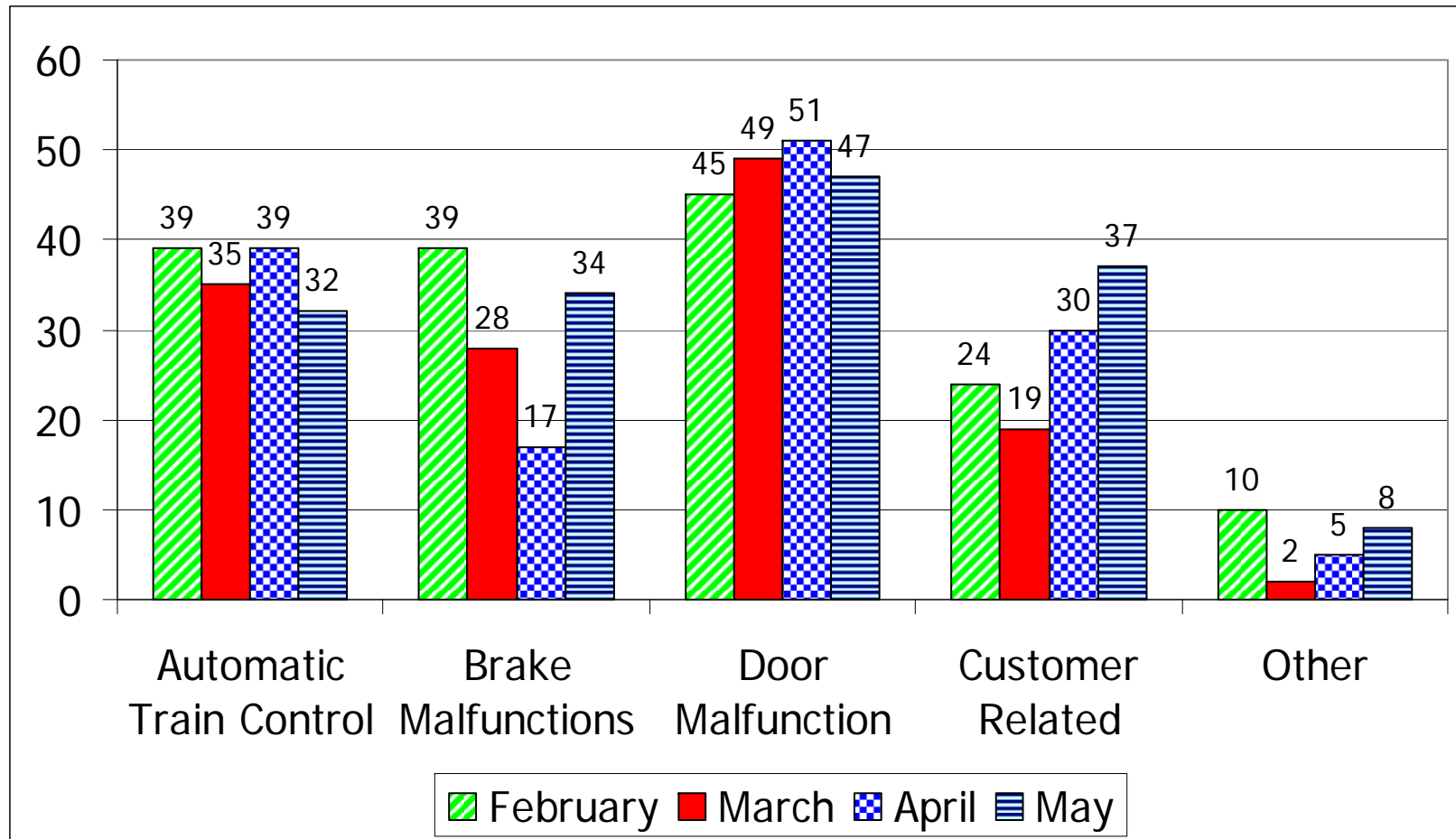




Major Incidents Affecting Rail Performance

DEFINITION – Comparison of number of delay incidents by type from February thru May 2008.

CALCULATION – Total number of delay incidents by type by month February thru May 2008.



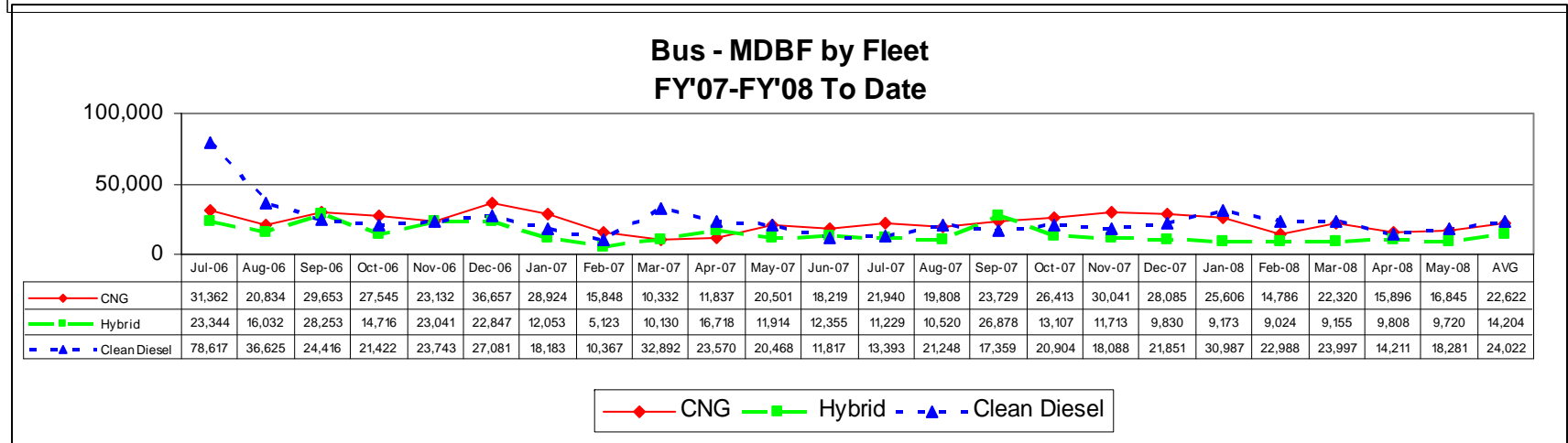
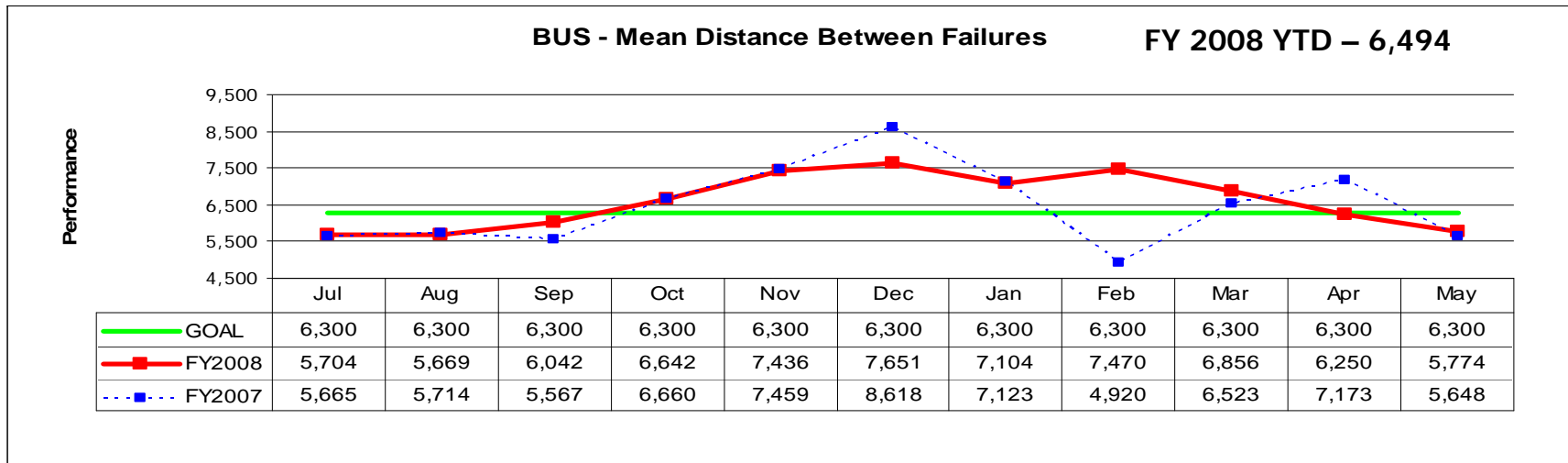
Delays resulting in four minutes or greater



Bus Mean Distance Between Failures

DEFINITION – This measure identifies the number of miles traveled before a mechanical breakdown for the entire bus fleet

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



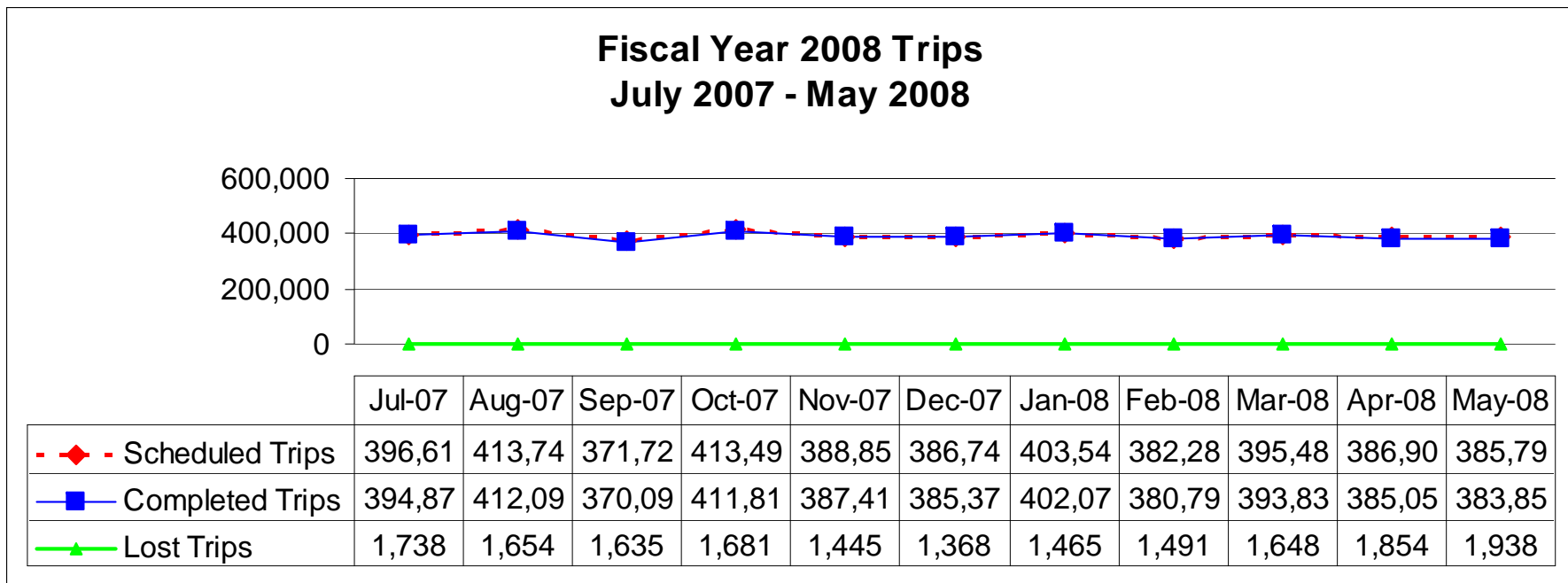
**Data includes FY04 and newer Fleets.



Bus Trips Scheduled vs Completed

DEFINITION - This measure identifies the number of trips scheduled and completed on a monthly basis for FY 2008

CALCULATION - Number of trips completed = Trips Scheduled – Lost Trips. Trips lost are due to accidents, road calls, occurrences, and cuts.



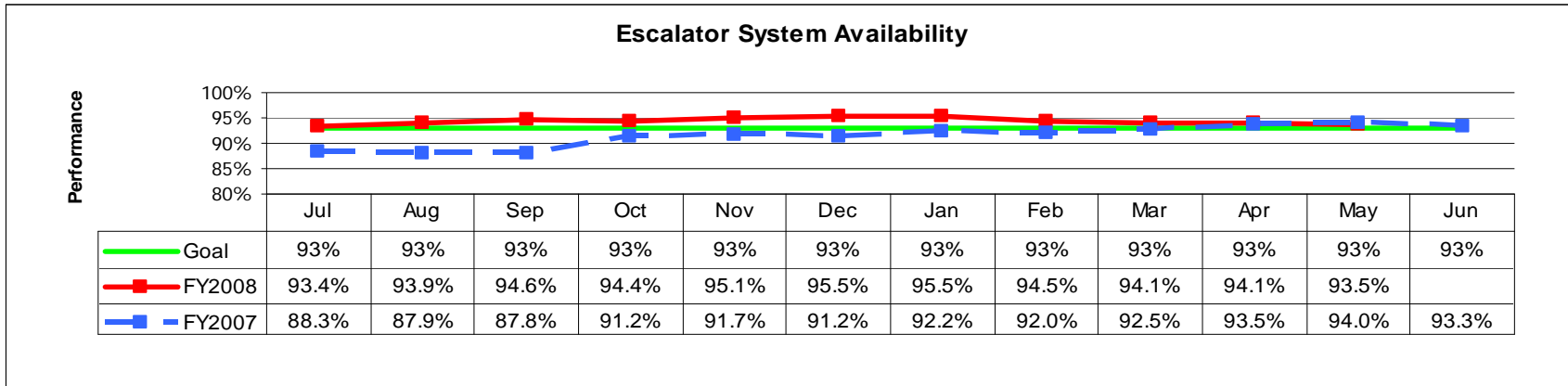
Fiscal Year 2008 – 99.99% of scheduled trips are completed



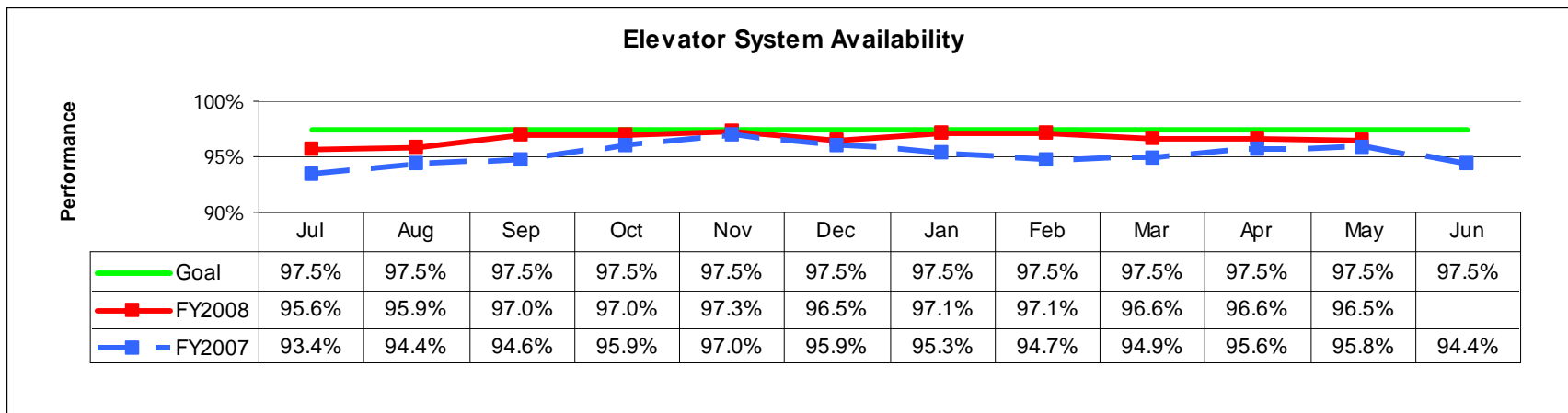
Escalators and Elevators Reliability

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.



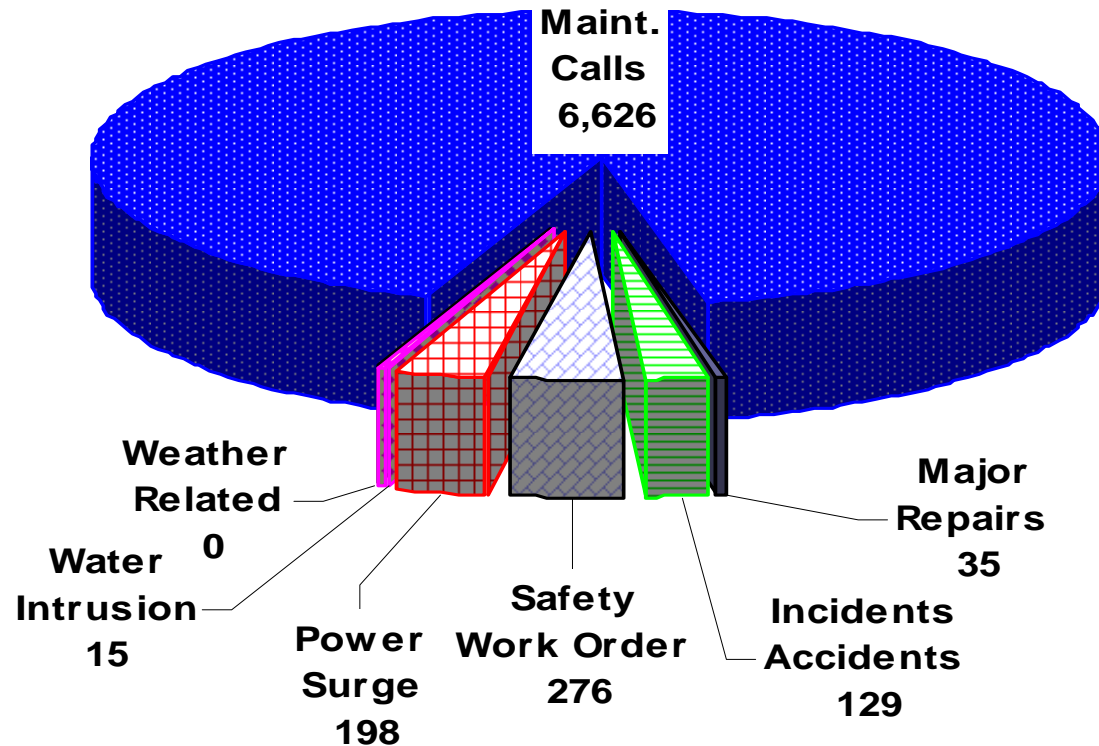
Escalator Availability for May AM Peak is 93.8%; PM Peak is 93.9%; Mid-day non-peak 93.2%; Late Night non-peak 93.2%



Elevator Availability for May AM Peak is 96.4%; PM Peak is 96.6%; Mid-day non-peak 96.5%; Late Night non-peak 96.5%



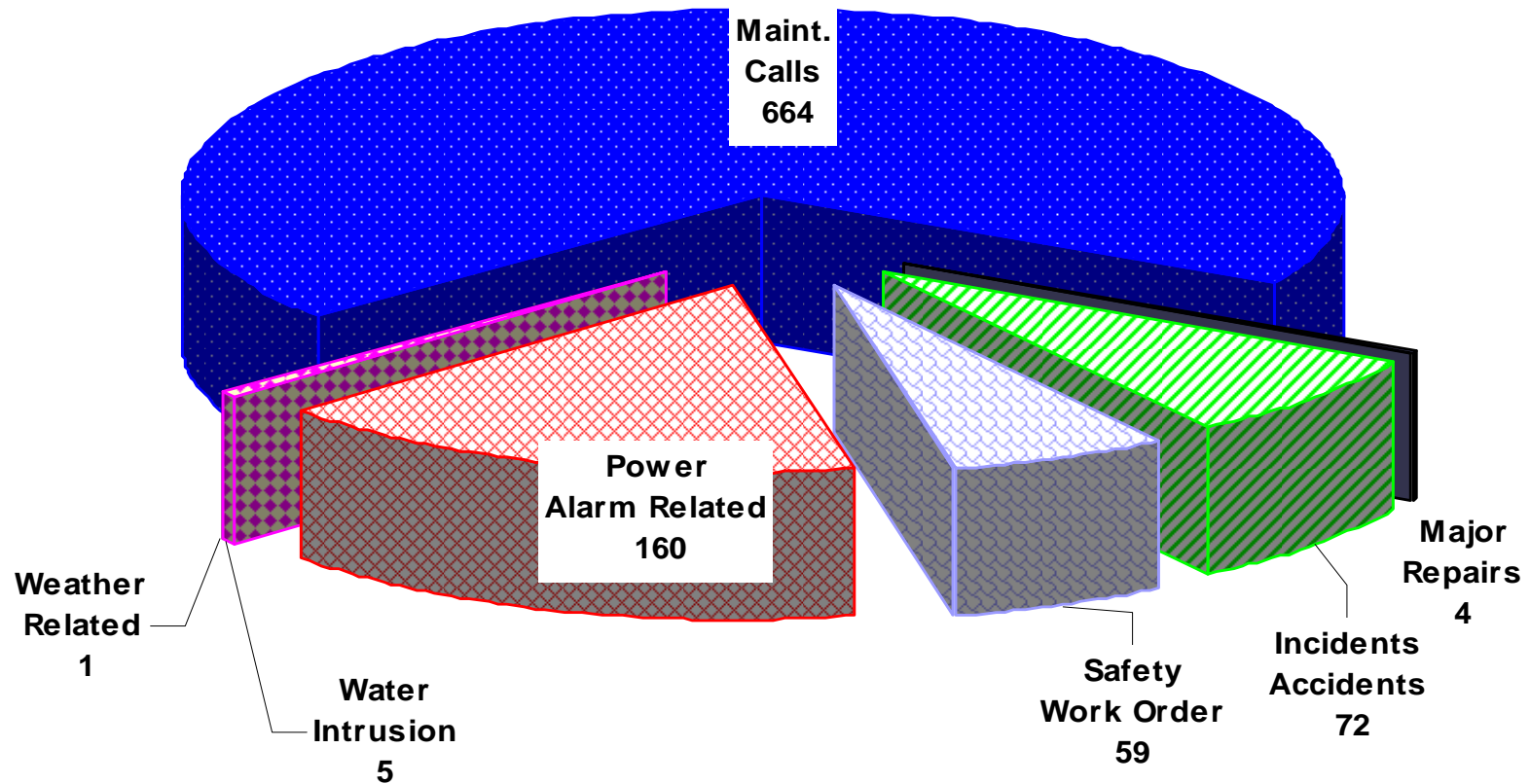
Escalators – Analysis of Unscheduled Failures March 2008 to May 2008



Largest percentage (91%) of problems associated with escalator unscheduled outages is safety resets or an adjustment (e.g., reset comb impact switch, adjusted drive chain switch) as compared to 89% for the previous 3 months
Average amount of time for each of the maintenance calls – 25 minutes
Safety Work Orders 4% - correction of problems discovered during routine safety inspections
Power surges 2% - outages resulting from power surges
Incidents and Accidents 1% - outages due to incidents



Elevators – Analysis of Unscheduled Failures March 2008 to May 2008



Largest percentage (69%) of problems associated with elevator unscheduled outages is safety resets or an adjustment (e.g. reset controller fault, adjusted car doors) as compared to 72% for the previous 3 months

Average amount of time for each of the maintenance calls is 30 minutes

Power alarm related 17% - outages resulting from power failures or fire alarms

Incidents and Accidents 7% - outages due to incidents

Safety Work Orders 6% - correction of problems discovered during routine safety inspections



Elevators/Escalators Not Functioning More than Four Weeks

Elevators

Unit	Location	Start Date	CIP	Major Repair	Description of Repair / Repair Details
2	Court House	24-Mar-08	X		CIP Modernization - Projected completion date 7/14/08 (Contractor - Mid-America)
2	Potomac Avenue	15-Apr-08	X		CIP Modernization - Projected completion date 8/4/08
1	Anacostia	11-Jun-08	X		CIP Modernization - Projected completion date 9/4/08

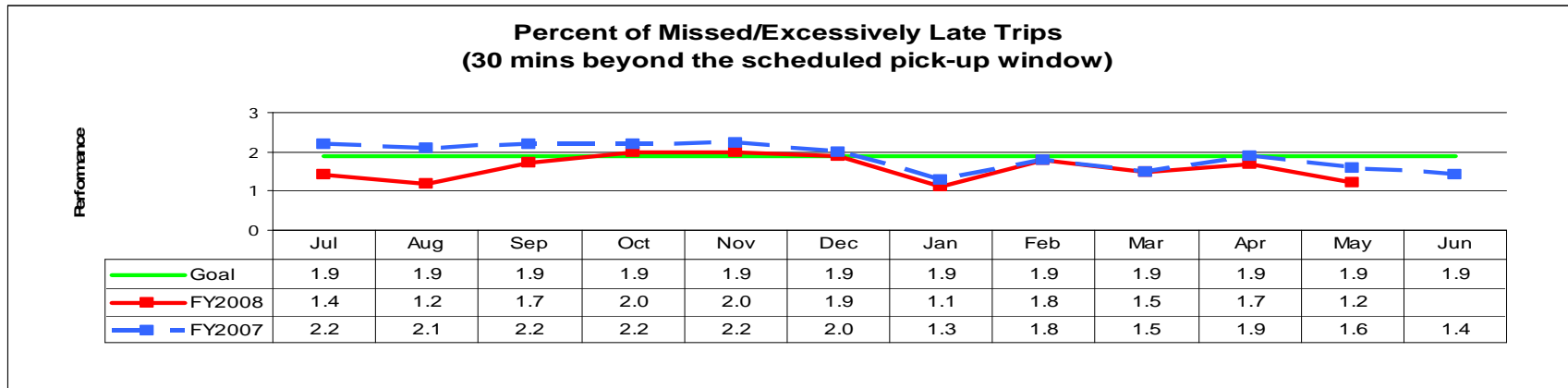
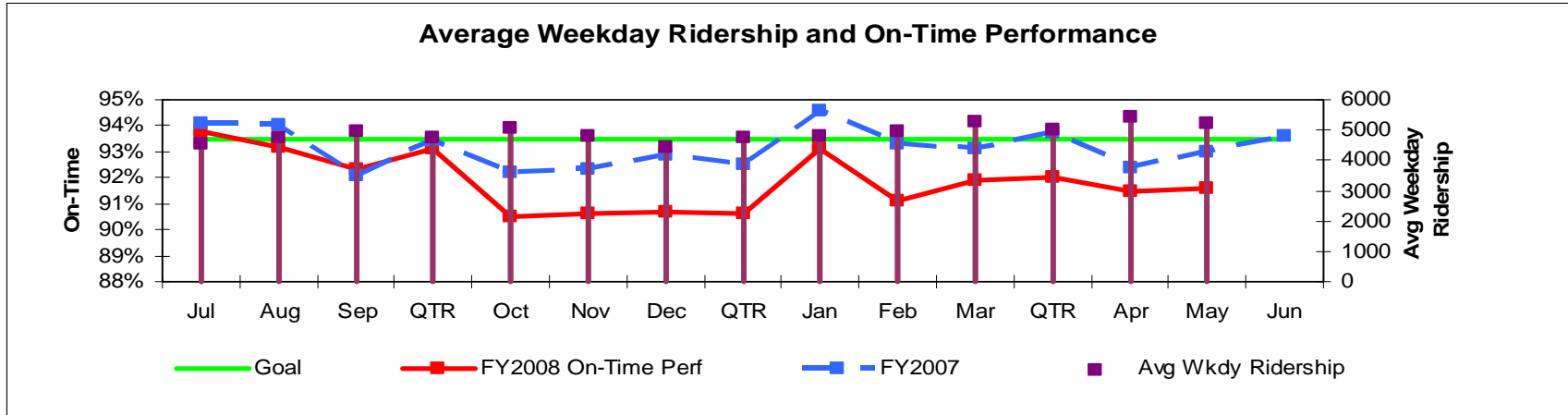
Escalators

Unit	Location	Start Date	CIP	Major Repair	Description of Repair / Repair Details
4	Ballston	1-Apr-08	X		CIP Modernization - Projected completion date 7/7/08 (Contractor - KONE)
12	Ballston	15-Apr-08	X		CIP Modernization - Projected completion date 7/15/08
3	Clarendon	28-Apr-08	X		CIP Modernization - Projected completion date 7/28/08
8	Gallery Place	5-May-08	X		CIP Modernization - Projected completion date 7/21/08
4	Gallery Place	12-May-08	X		CIP Modernization - Projected completion date 8/18/08
4	Capitol Heights	19-May-08	X		CIP Modernization - Projected completion date 8/4/08



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 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.



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.