



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

**Board Information Item III-B**

**May 13, 2010**

**Next Bus Performance**

Washington Metropolitan Area Transit Authority  
**Board Action/Information Summary**

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

Next Bus Performance

**PURPOSE:**

Provide an update on Next Bus performance for the last six months and ongoing efforts to improve the service.

**DESCRIPTION:**

The presentation will provide an update on Next Bus performance for the last six months and ongoing efforts to improve the service. An overview of the current challenges encountered including efforts and plans to overcome these issues and correct them. Next Bus accomplishments and successes will also be covered.

**FUNDING IMPACT:**

No impact on funding.

**RECOMMENDATION:**

There is no recommendation.



# Next Bus Performance

Customer Service, Operations, and Safety Committee

May 13, 2010



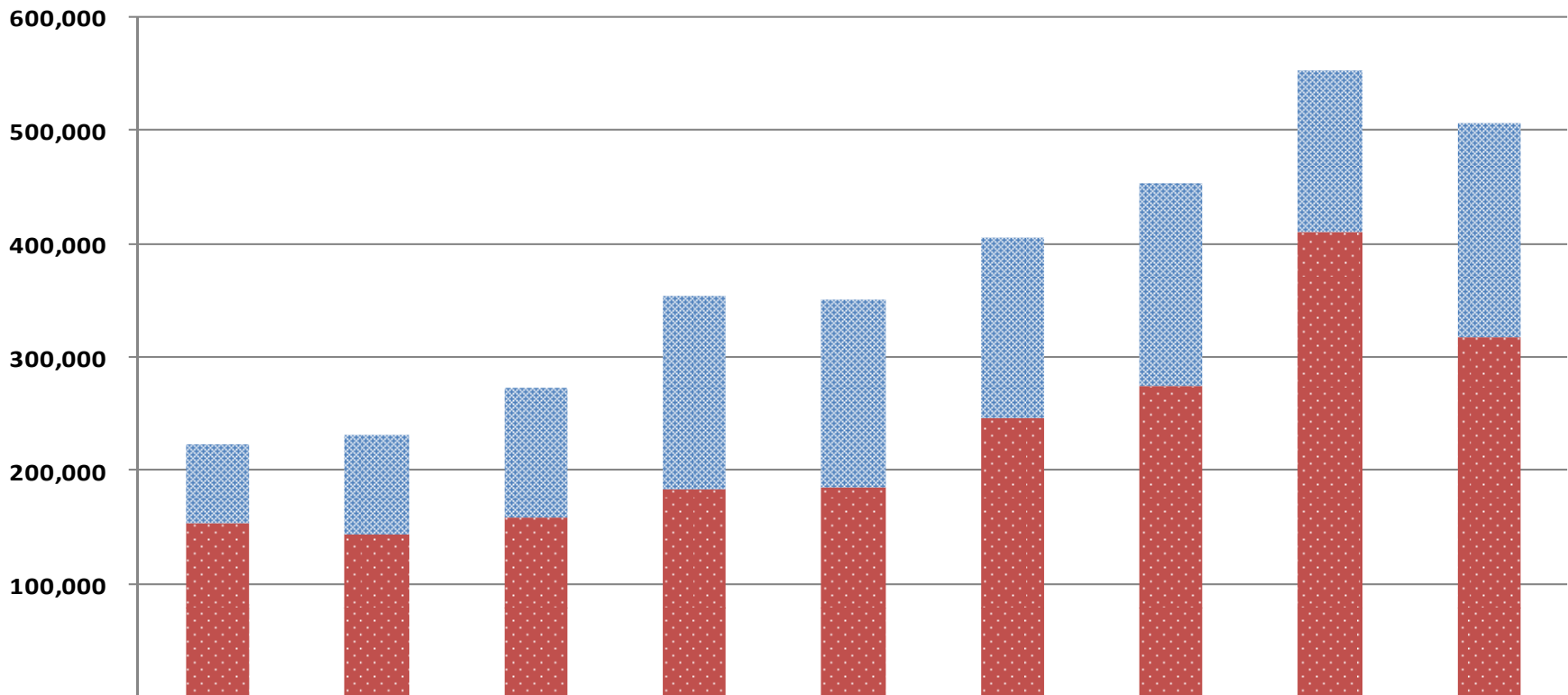
## Objectives

- Give six-month updates on Next Bus performance
- Update on-going efforts improving Next Bus performance
- Current challenges
- Success stories



# Next Bus Customer Usage Post Launch

## Next Bus Monthly Usage Since July 2009

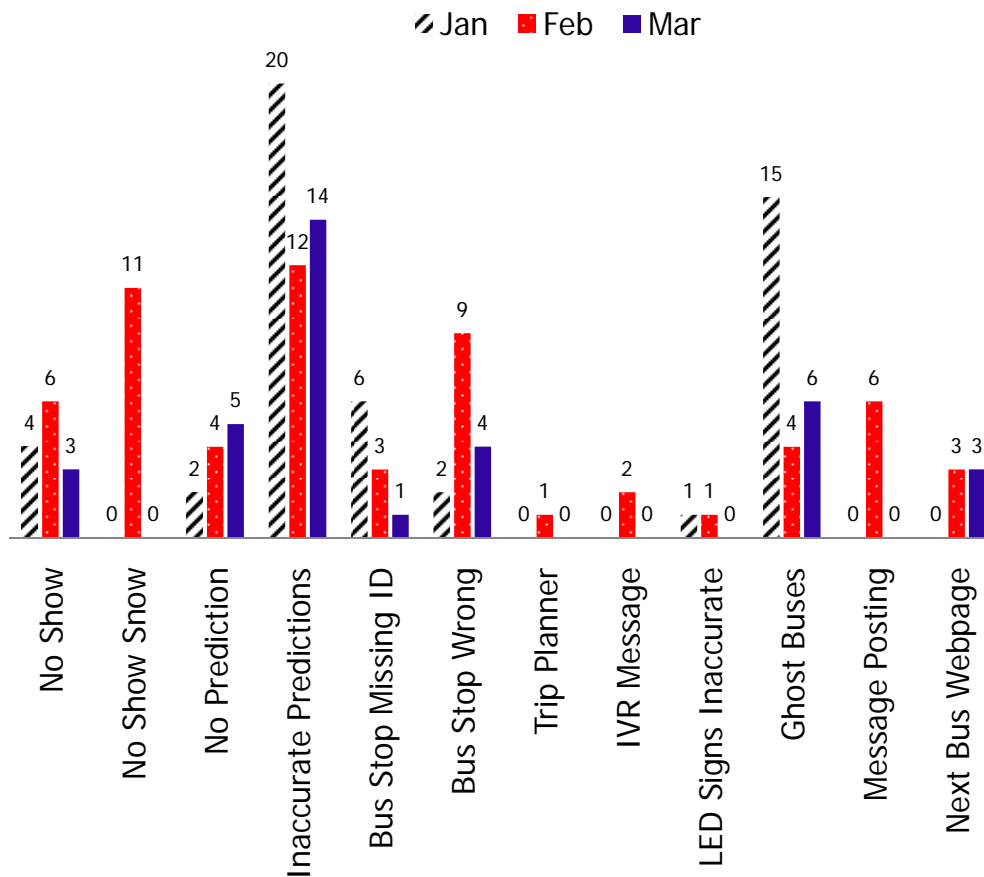


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
IVR Calls	69,242	87,197	114,075	170,404	165,925	158,412	180,023	143,139	189,923
Web Views	152,881	143,052	157,622	183,157	184,765	245,881	273,276	409,414	316,442



# Next Bus Customer Usage vs. Complaints

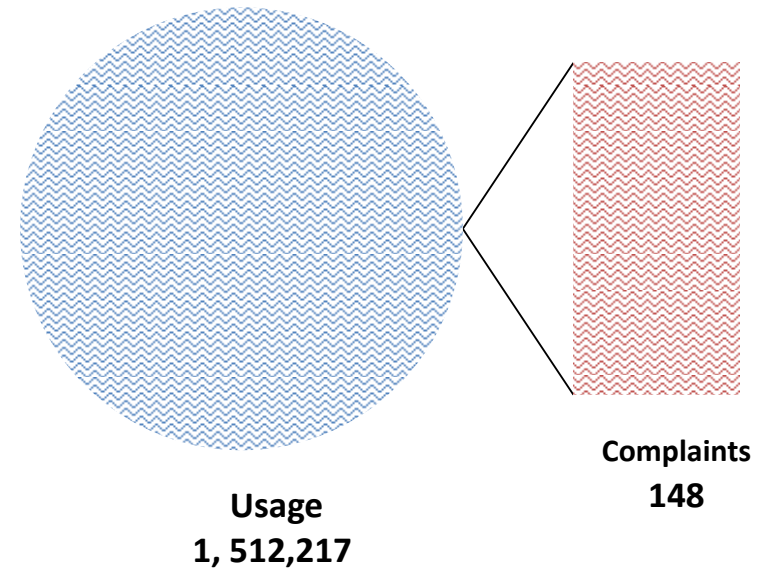
## Customer Complaints



## Next Bus Usage vs Complaints

148 Complaints for Jan-Mar 2010

- 50 January 2010
- 62 February 2010
- 36 March 2010





# Responsibility Matrix With Performance Stats

## Next Bus Responsibility Matrix & Performance Status Week Ending April 24, 2010

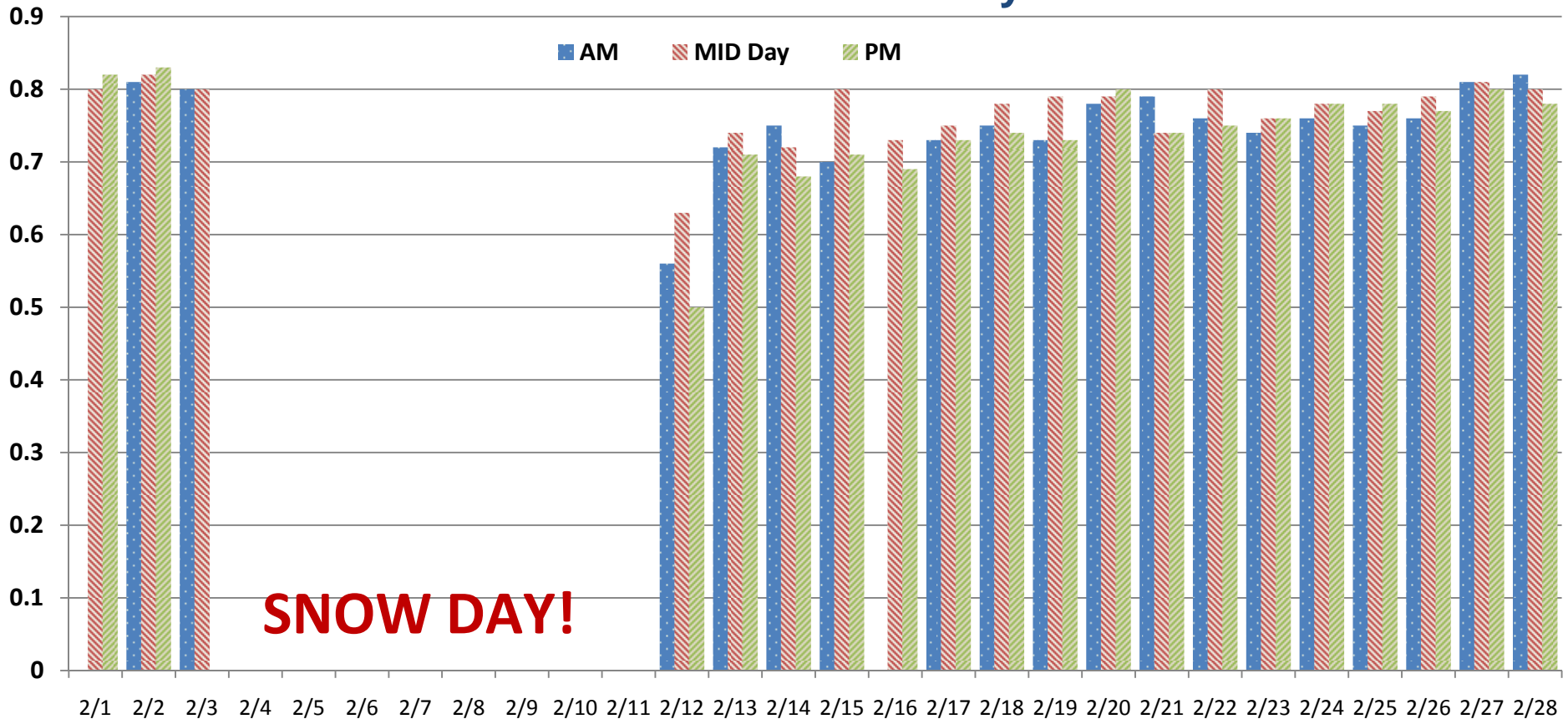
Responsibility		District I			District II			District III		
Director	1. Meet monthly with Superintendent to review On-Time Performance & Logon. 2. Submit monthly report and meet with AGM to identify Division performance, progress toward goals, strengths and weaknesses.	 <b>Leroy Jones</b> Week Ending 04/24/10 Average OTP = 77.68% Early = 8.88% Late = 16.76%			 <b>Summon Cannon</b> Week Ending 04/24/10 Average OTP = 72.67% Early = 7.73% Late = 19.7%			 <b>Anne Carey</b> Week Ending 04/24/10 Average OTP = 80.07% Early = 6.03% Late = 13.9%		
		Monthly Meetings 1. Superintendent 2. AGM	Monthly Meetings 1. Superintendent 2. AGM	Monthly Meetings 1. Superintendent 2. AGM						
Division		 <b>LNTR</b> Landover D. Proctor	 <b>SATR</b> Southern Avenue D. Tapp	 <b>BLTR</b> Bladensburg S. Burton	 <b>NOTR</b> Northern D. Baker	 <b>WETR</b> Western J. Smith	 <b>MOTR</b> Montgomery D. Crawford	 <b>FMTR</b> Four Mile R. Ballard	 <b>ROTR</b> Royal R. Ballard	 <b>WOTR</b> West Ox D. Moore
	Predictability 78% AM, 79% Midday, 77% PM	<b>92%</b> Goal <b>74.5%</b> Actual	<b>92%</b> Goal <b>83.9%</b> Actual	<b>92%</b> Goal <b>80.1%</b> Actual	<b>92%</b> Goal <b>82.1%</b> Actual	<b>92%</b> Goal <b>73.9%</b> Actual	<b>92%</b> Goal <b>70.9%</b> Actual	<b>92%</b> Goal <b>73%</b> Actual	<b>92%</b> Goal <b>78.8%</b> Actual	<b>92%</b> Goal <b>77.6%</b> Actual
On-Time Performance (OTP) 75.09% Overall Actual Early (2 Minutec) = 8.81% Late (7 Minutec) = 17.88%	<b>80%</b> Goal <b>84.1%</b> Actual	<b>80%</b> Goal <b>79.7%</b> Actual	<b>80%</b> Goal <b>71.0%</b> Actual	<b>80%</b> Goal <b>78.7%</b> Actual	<b>80%</b> Goal <b>71.1%</b> Actual	<b>80%</b> Goal <b>69.6%</b> Actual	<b>80%</b> Goal <b>81.1%</b> Actual	<b>80%</b> Goal <b>81.4%</b> Actual	<b>80%</b> Goal <b>76.7%</b> Actual	
	Early Late Early Late Early Late Early Late Early Late Early Late Early Late Early Late Early Late	4.9% 11.03% 8.48% 13.8% 8.11% 20.88% 6.8% 14.64% 9.23% 19.86% 7.12% 23.33% 6.89% 13.22% 6.47% 12.09% 6.82% 18.89%								



# Real-Time Key Performance Indicators Dashboard

- Notifies Service Managers of route performance
- Available on Metro Intranet to all Service Operation Managers (SOM)

## Next Bus Predictability





## Success Stories

- Next Bus was critical to many customers during the historical snow storms in December 2009 and February 2010
- December Usage:
  - Highest usage (20,005) December 20, 2009
  - Average daily web usage (7,932)
- February Usage:
  - Highest usage (45,736) February 12, 2010
  - Average daily web usage (14,622)