

KPI: Bus On-Time Performance (January - March)

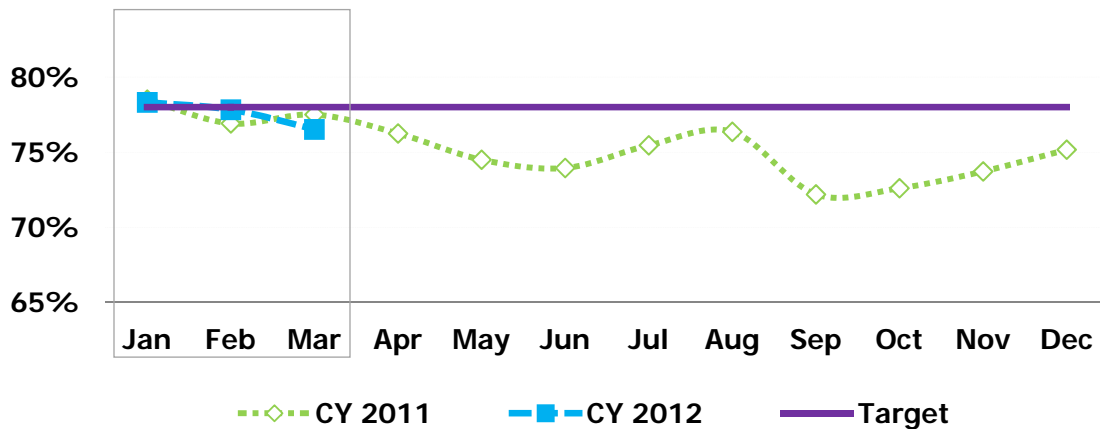
Objective 2.1 Improve Service Reliability

Reason to Track: This indicator illustrates how closely Metrobus adheres to published route schedules on a system-wide basis. Factors which affect on-time performance are traffic congestion, inclement weather, scheduling, vehicle reliability, and operational behavior. Bus on-time performance is essential to delivering quality service to the customer. For this measure higher is better.

Why Did Performance Change?

- First quarter (Q1/2012) on-time performance (OTP) averaged 78% which meant more than three out of four buses arrived on-time. This met Metro's performance target for the quarter and was on par with performance in Q1/2011. The months of January through March historically outperform the remaining months of the year. In correlation with the National Capital Region Congestion Report, the first quarter results typically reflected lower delay per traveler.
- Although the performance outcomes were similar between Q1/2012 and Q1/2011, Metro had to address 29% more bus incidents in Q1/2012 than Q1/2011 including double the amount of bus detours (381 versus 164).
- When compared to the Q1/2011, buses running early decreased by 5% in Q1/2012; however, buses running late increased by 3%. The increase and decrease of earlies/lates nearly offset one another.
- To further improve OTP, Service Operation Manager assignments were continually realigned to provide the most effective coverage of bus service on the street. This effort attempted to address the key service disruptions and short delays that develop. Additionally, the OTP Center continued to focus on high ridership bus routes using new technology and this has proven effective at helping OTP on the 90's and 74 lines.

Bus On-Time Performance



Actions to Improve Performance

- Continue to identify alternative routes that provide the least inconvenience to customers during the occurrence of bus detours.
- Continue to conduct public meetings - such as the 14th Street Line community meeting- to solicit suggestions on how to resolve recurring service problems.
- Develop plans to enhance OTP Center staffing to expand oversight of key routes throughout the system.
- Continue to conduct in-person traffic checks for 20 to 30 minutes (minimum of two per day are required) to identify and address service delivery challenges.
- Strategically place Service Operation Managers on routes that routinely run late.

Conclusion: First quarter on-time performance averaged 78%, meeting Metro's performance target and matching Q1/2011 results. Effective deployments of Service Operation Managers assignments and OTP center enhancements have proven to have a positive impact on selected routes.