

KPI: Elevator System Availability (January - March)

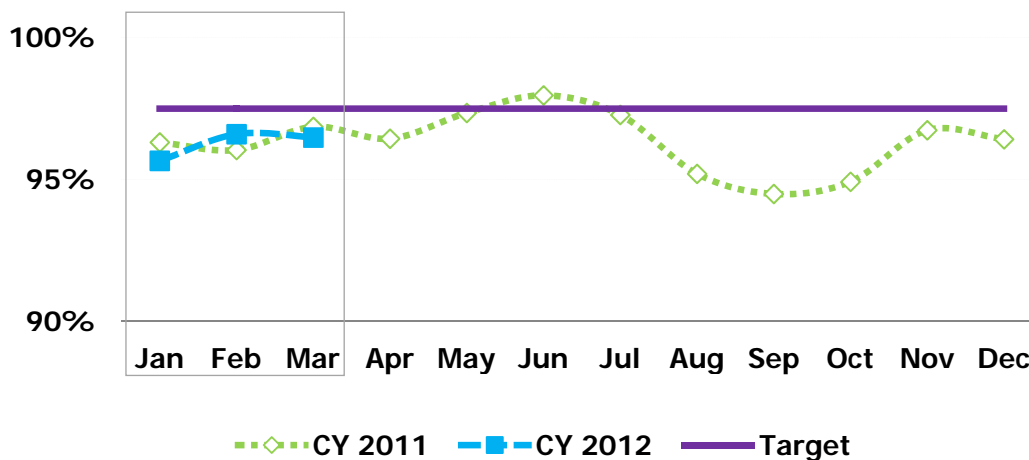
Objective 2.1 Improve Service Reliability

Reason to Track: Metrorail elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, travelers carrying luggage and other riders. When an elevator is out of service, Metro is required to provide alternative services, which may include a shuttle bus service to another station. For this measure higher is better.

Why Did Performance Change?

- Elevator availability in Q1/2012 was on par with the same period in 2011, particularly notable given the increase in scheduled modernizations. Systemwide availability remained stable due to better preventive maintenance that improved the condition of elevators and led to fewer, less time-intensive unscheduled outages.
- Elevator preventive maintenance compliance improved 49% compared with Q4/2011 and 42% compared to Q1/2011 as technicians proactively identified and fixed problems.
- Unscheduled maintenance calls were down 8% from Q1/2011 and unscheduled out-of-service hours were down 26%, indicating that the baseline condition of Metro's elevators is improving due to better preventive maintenance.
- Mean Time to Repair (MTTR) was 16% better than Q1/2011 as mechanics received specialized training on trouble-shooting the cause of elevator outages.
- Hours to modernize elevators accounted for 38% of out-of-service hours from Q1/2012 as Metro worked to improve long-term reliability. There were no elevator modernizations in Q1/2011.

Elevator System Availability



Actions to Improve Performance

- Continue modernizations at Metro Center and Cleveland Park stations and elevator cab replacement at Congress Heights station (unit significantly damaged in September while in use).
- Provide on-site maintenance support at Dupont Circle station to quickly resolve any unexpected escalator and elevator outages at the North Entrance during South Entrance escalator replacement.
- Promote adoption of FY13 Proposed Operating Budget that includes additional elevator maintenance technicians to resolve outages more quickly with reduced use of overtime (currently 1 technician per 48 elevators, compared with the proposed 1 per 14 escalators).
- Maintain two additional elevators with the opening of a new parking garage at the Glenmont station.

Conclusion: Elevator availability was on-par with last year, which is particularly notable given the significant increase in scheduled modernization work to improve long-term reliability of units.