

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

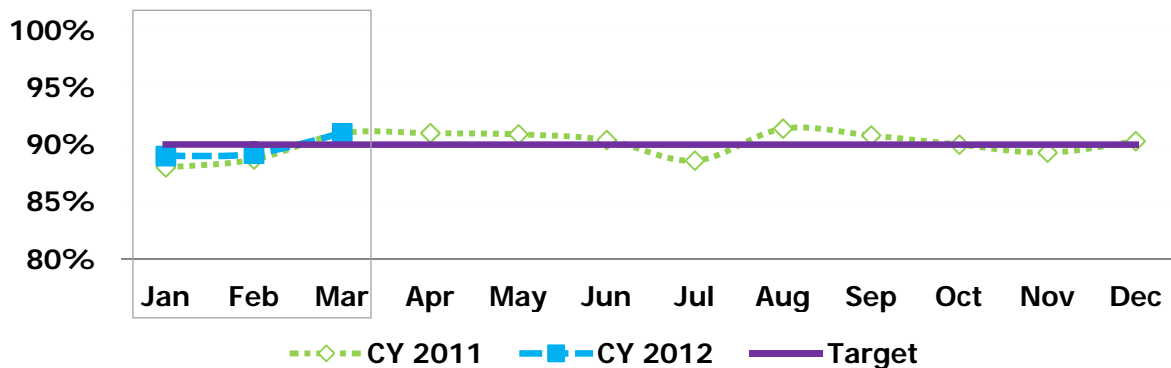
Objective 2.1 Improve Service Reliability

Reason to Track: On-time performance measures the adherence to weekday headways, the time between trains. Factors that can affect on-time performance include track conditions resulting in speed restrictions, the number of passengers accessing the system at once, dwell time at stations, equipment failures and delays caused by sick passengers or offloads. For this measure higher is better.

Why Did Performance Change?

- Rail on-time performance in Q1/2012 improved slightly compared to the same three months in 2011 despite more train delays (up 8%) and more planned track work. Proactive management of OTP enabled Metro to accomplish solid Q1/2012 results.
- During this quarter, delay minutes were highest in January 2012, due to 4 cracked rails, a broken track part (“frog”) and a train losing a friction ring (part of the brake assembly). These events required single-tracking around the incidents, dragging down OTP.
- Track work intensified this quarter, expanding from primarily during late nights to all non-rush weekday periods (mid-day and early evening) and at multiple locations in the core where service is more frequent. For example, Red Line OTP decreased in January and February as trains single-tracked around work areas during mid-day and in two locations in the evenings. In contrast, Red Line OTP improved 4% in March during the “spring break” from track work.
- Despite these challenges, Metrorail delivered solid on-time performance this quarter by focusing on improving OTP during “track work free” rush service. Staff identified areas of low OTP, determined the cause and implemented solutions. For example, after identifying issues with Blue Line trains arriving at terminal stations interacting with Yellow line trains, placing supervisors at strategic locations resulted in Yellow Line OTP improvements in March.

Rail On-Time Performance



Actions to Improve Performance

- Continue to conduct mid-day and early evening track-work. As track work is increasingly located in core/interlined areas, OTP will reduce more significantly due to the frequency of service in these areas. Long-term, track work will improve safety and reliability of the rail system. Short-term this will be an inconvenience to our customers as headways are widened to accommodate single-tracking around work areas.
- Utilize newly installed clocks at terminal locations so that operators may synchronize their watches with OCC to encourage on-time terminal departure and on-time arrivals at stations.
- Expand access to a real-time OTP tracking tool so that OCC controllers can direct operators to improve performance.
- Supervisors will monitor operators and provide additional training as needed to new operators who begin work in May and June. New operators are more likely than experienced operators to have trouble maintaining schedules while they build their skill with experience, reducing OTP.

Conclusion: Despite more train delays and more planned track work, rail on-time performance for Q1/2012 was higher than last year due to more proactive management of OTP.