



Customer Services, Operations, and Safety Committee

Board Information Item III-A

March 13, 2008

Operational Performance

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

Action
 Information

MEAD Number:

Resolution:
 Yes No

PURPOSE

To provide the Committee with monthly operational highlights and system performance trends for FY08.

DESCRIPTION

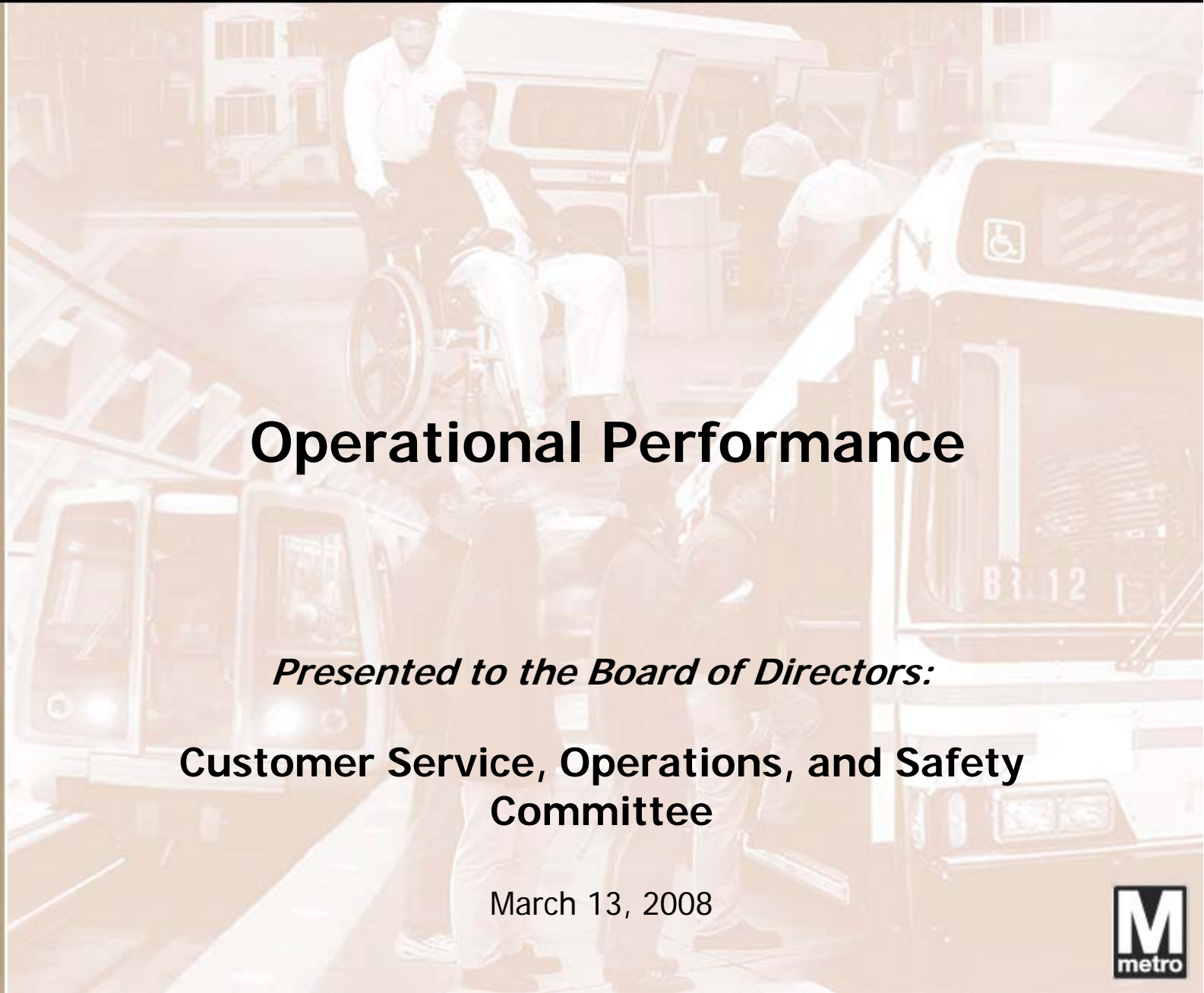
Information contains operational highlights that have occurred during the first six months of FY08 in the areas of on-time performance, reliability and customer satisfaction for Metrorail, Metrobus and MetroAccess. Per Board request, specific details why a performance goal is not being achieved are provided.

FUNDING IMPACT

None

RECOMMENDATION

None



Operational Performance

Presented to the Board of Directors:

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

March 13, 2008



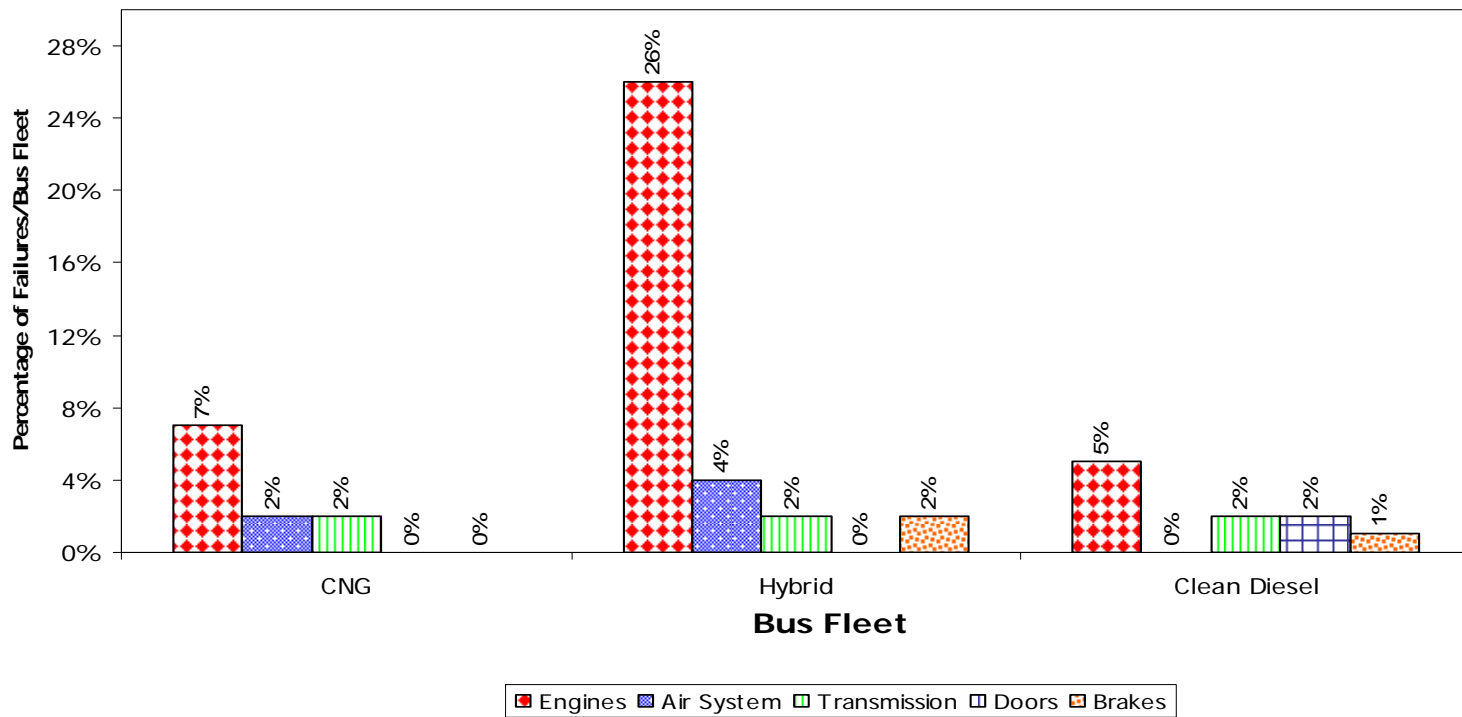


Bus Fleet Comparison by Failures

DEFINITION – Number of failures relative to the size of the bus fleet for January 2008.

CALCULATION – Total number of failures per subsystem by bus fleet/total number of each particular bus fleet

**Bus Failures by Subsystem
January 2008**



Bus Fleet Size: CNG = 275 Hybrid = 50 Clean Diesel = 117

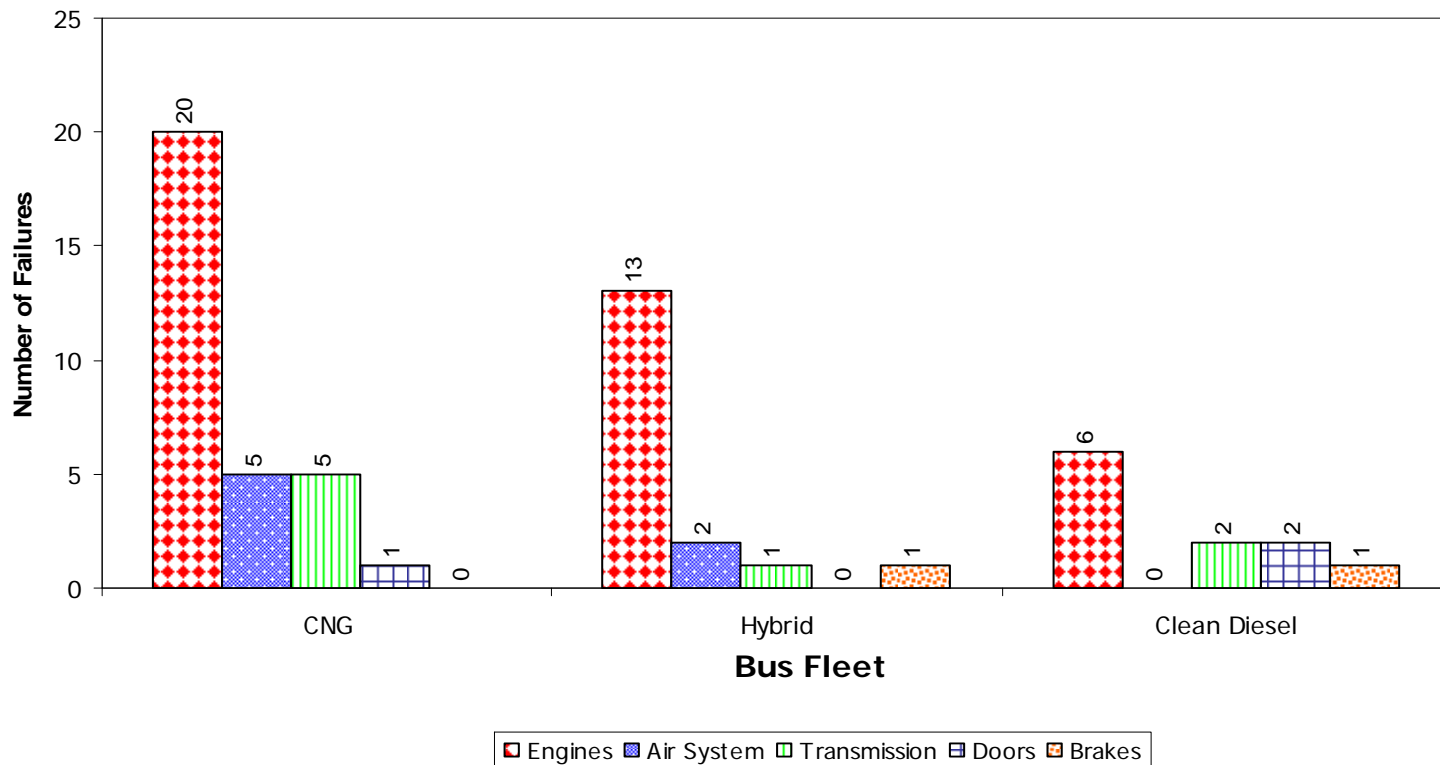


Bus Fleet Comparison by Failures

DEFINITION – Number of failures by subsystem per bus fleet for January 2008.

CALCULATION – Total number of failures per subsystem by bus fleet

**Bus Failures by Subsystem
January 2008**



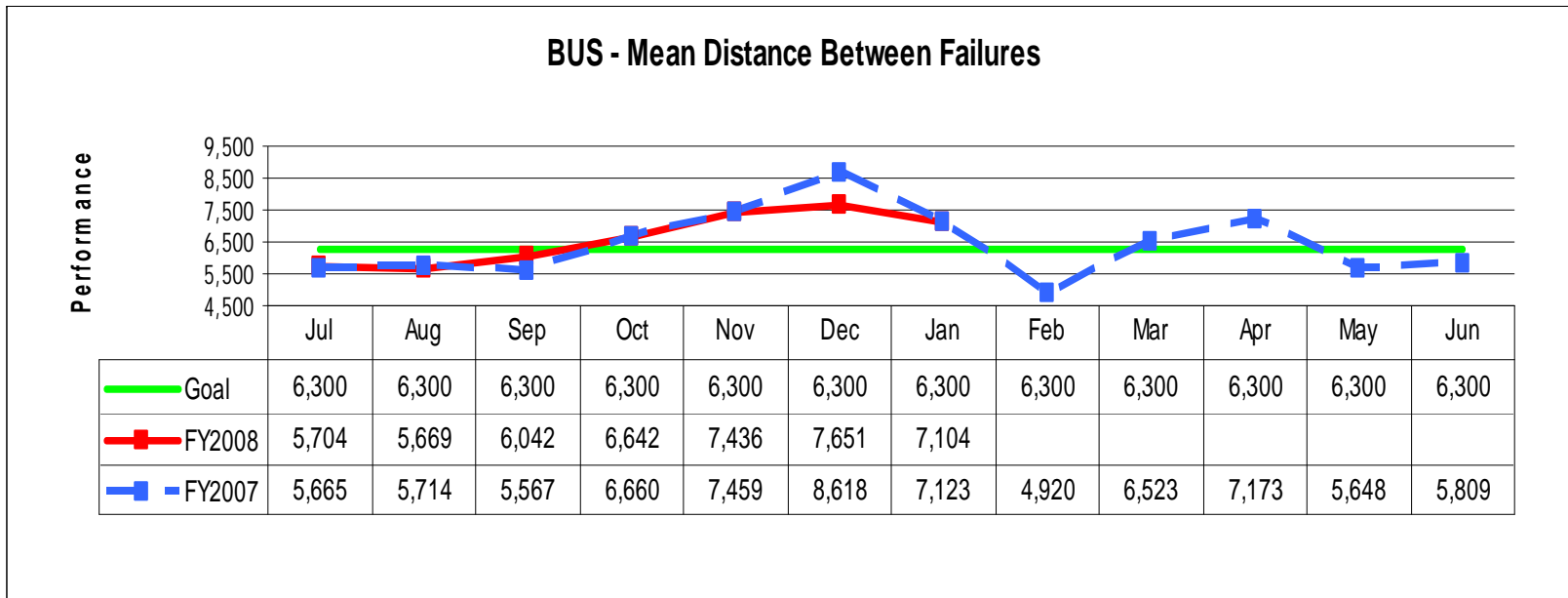
Bus Fleet Size: CNG = 275 Hybrid = 50 Clean Diesel = 117



Bus Mean Distance Between Failures

DEFINITION – This measure identifies the number of miles traveled before a mechanical breakdown

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

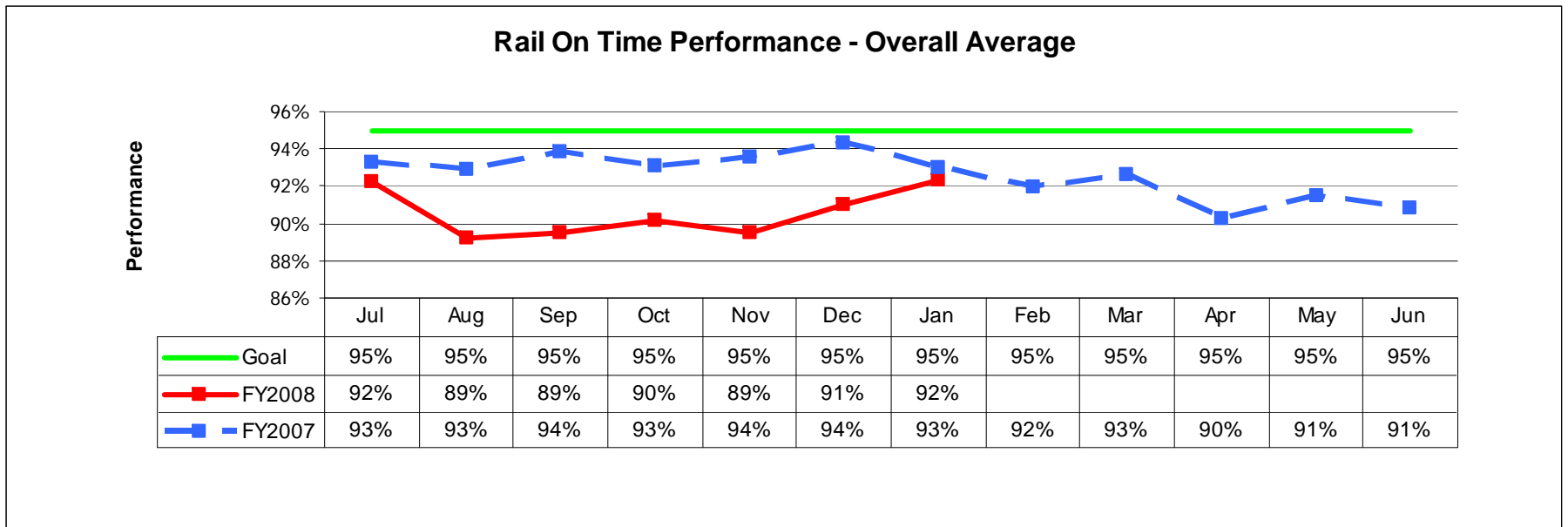




Rail On-Time Performance Summary

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.

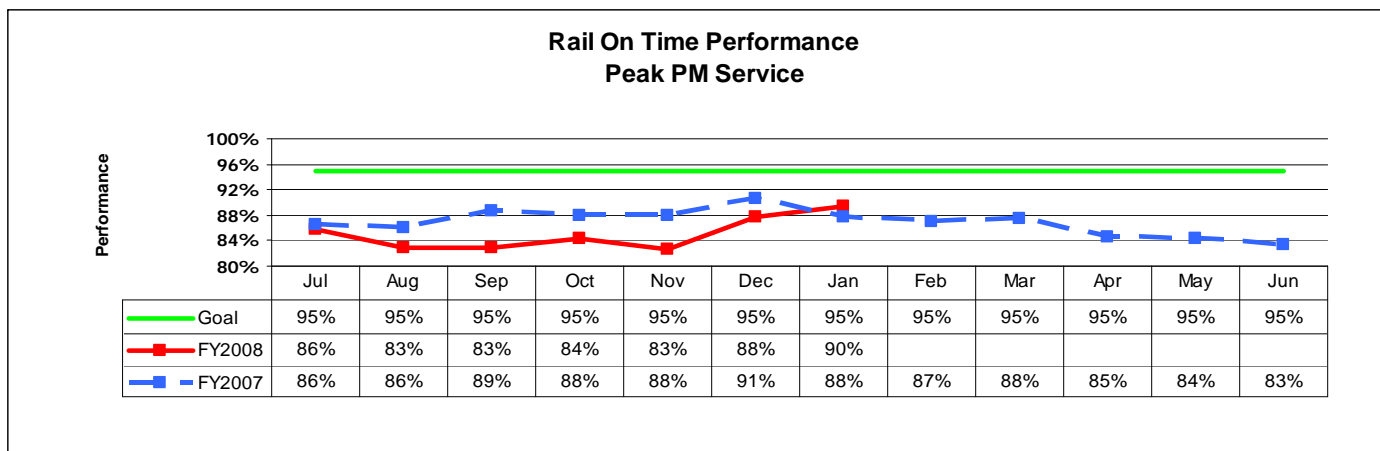
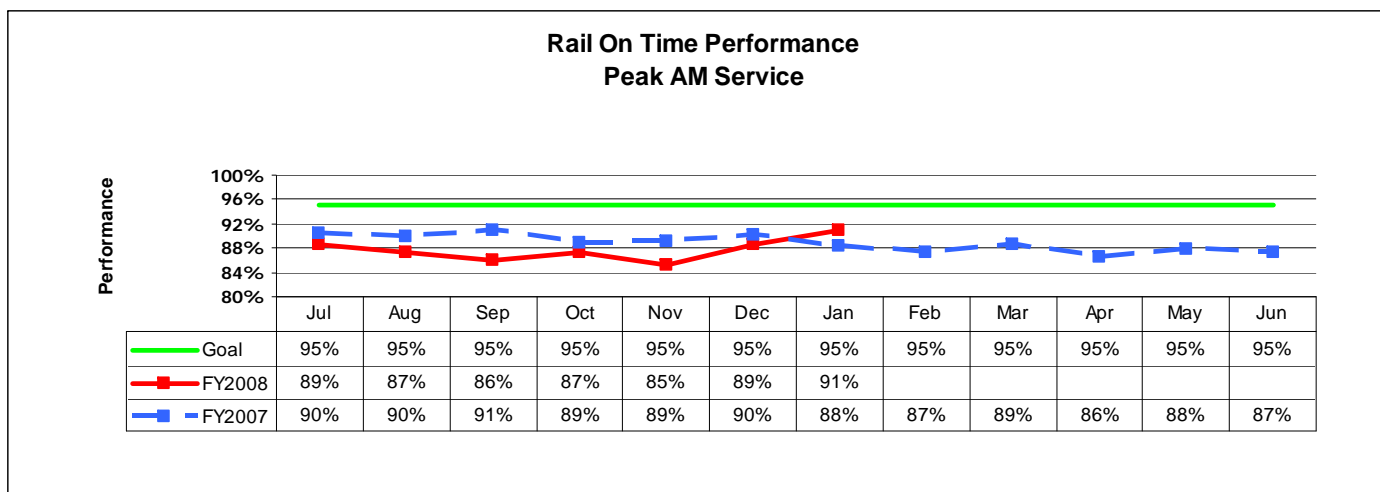




Rail On Time Performance (Peak Time)

DEFINITION – Measured during peak service (morning and evening) on each line **end to end** - identifies percentage of trains within a 2 minutes headway deviation. This measures how well we are providing service.

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

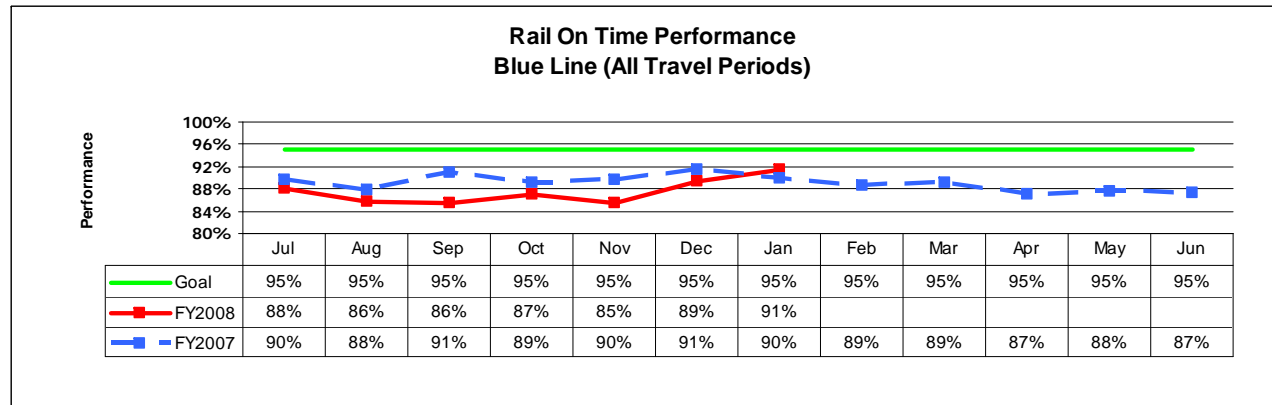
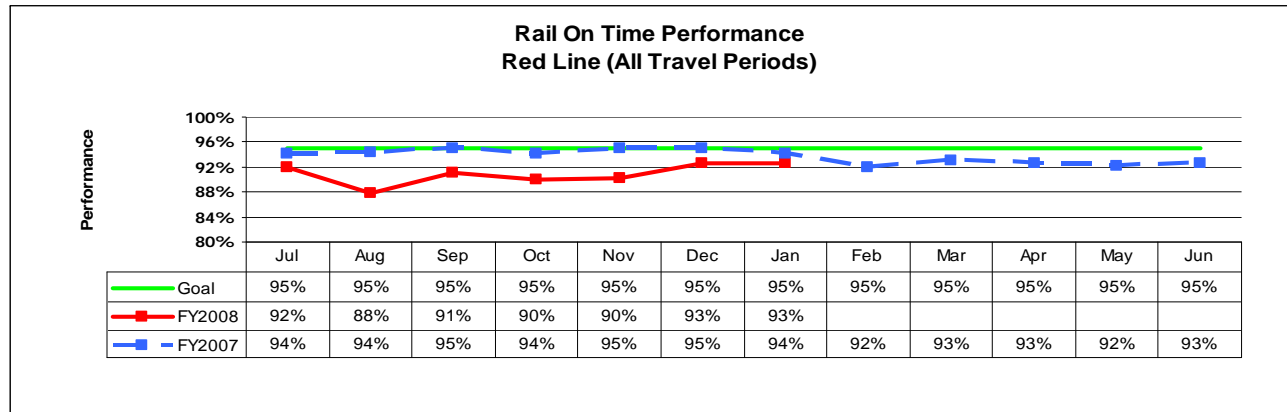




Rail On Time Performance By Line

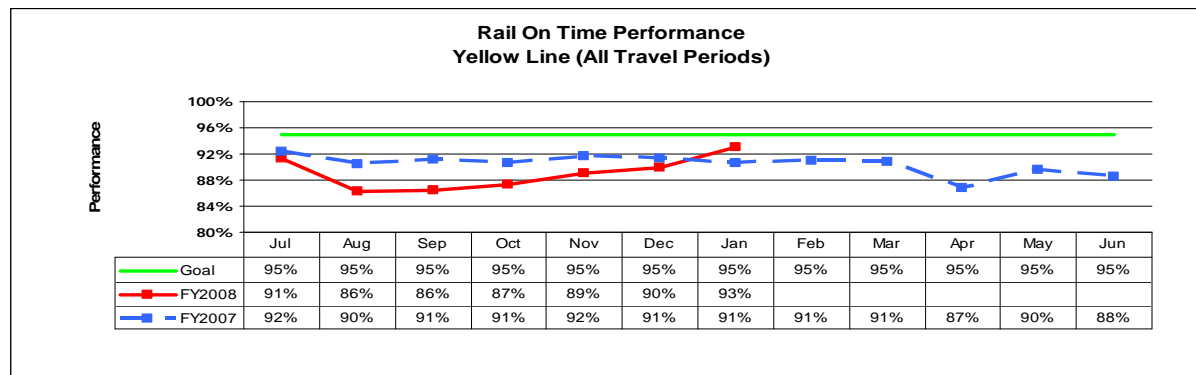
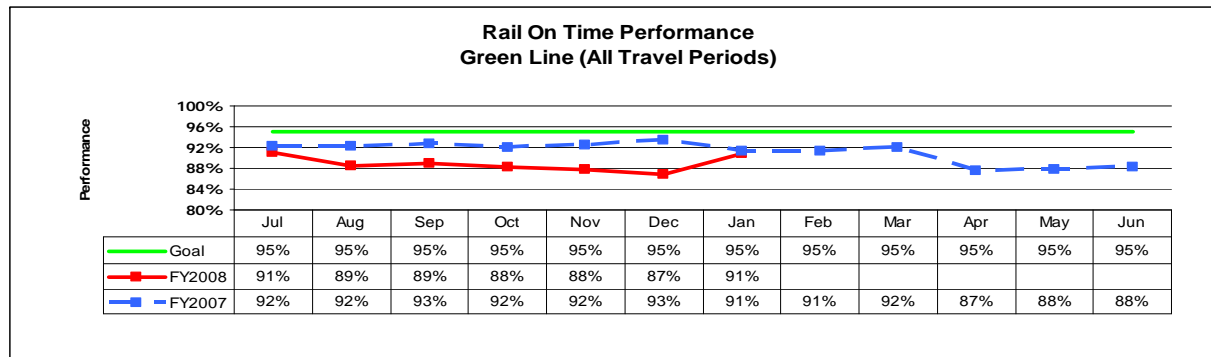
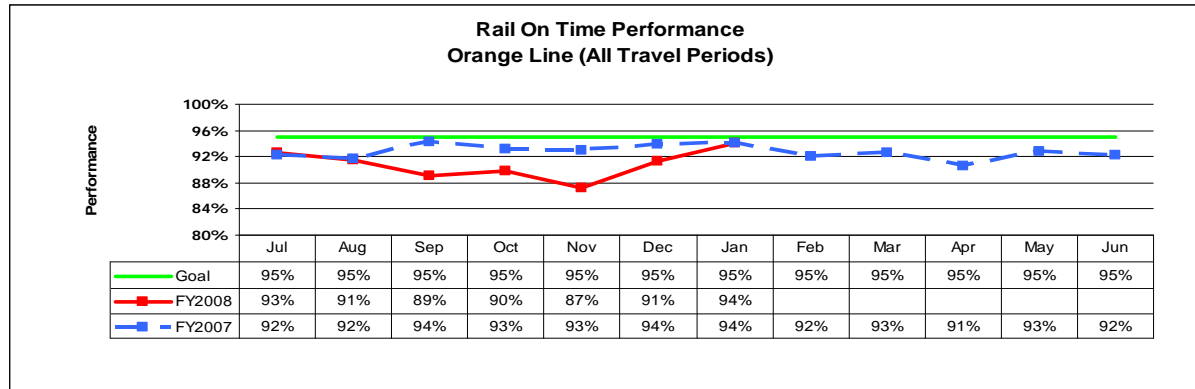
DEFINITION – Measured during peak service (morning, evening) identifying percentage of trains on each Line **end-to-end** within a 2 minute headway deviation and measured mid day and late night within a 50% headway deviation. This measures how well we are providing service.

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 By Line



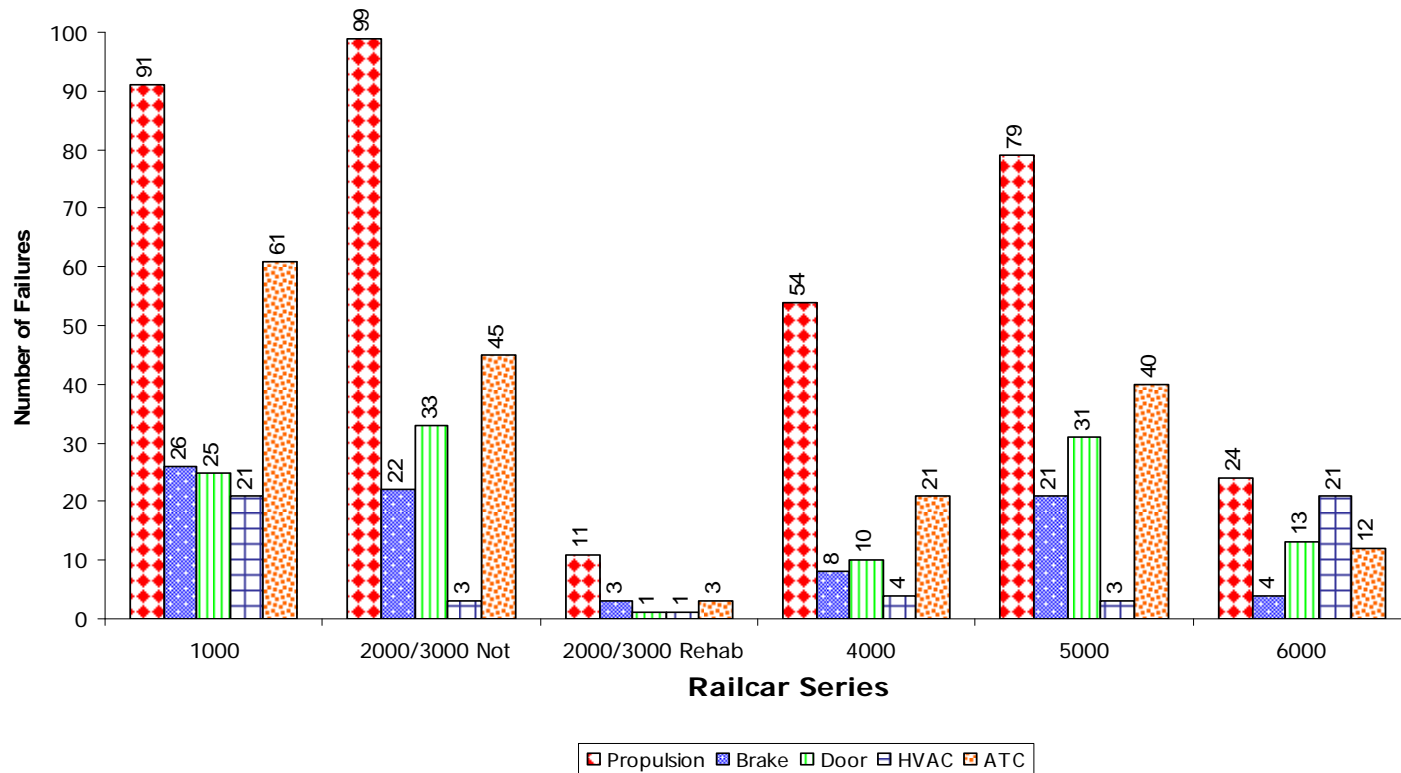


Rail Car Fleet Comparison by Failures

DEFINITION – Number of failures by subsystem per rail car series for January 2008.

CALCULATION – Total number of failures per subsystem by rail car series

**Total Railcar Failures by Subsystem
January 2008**



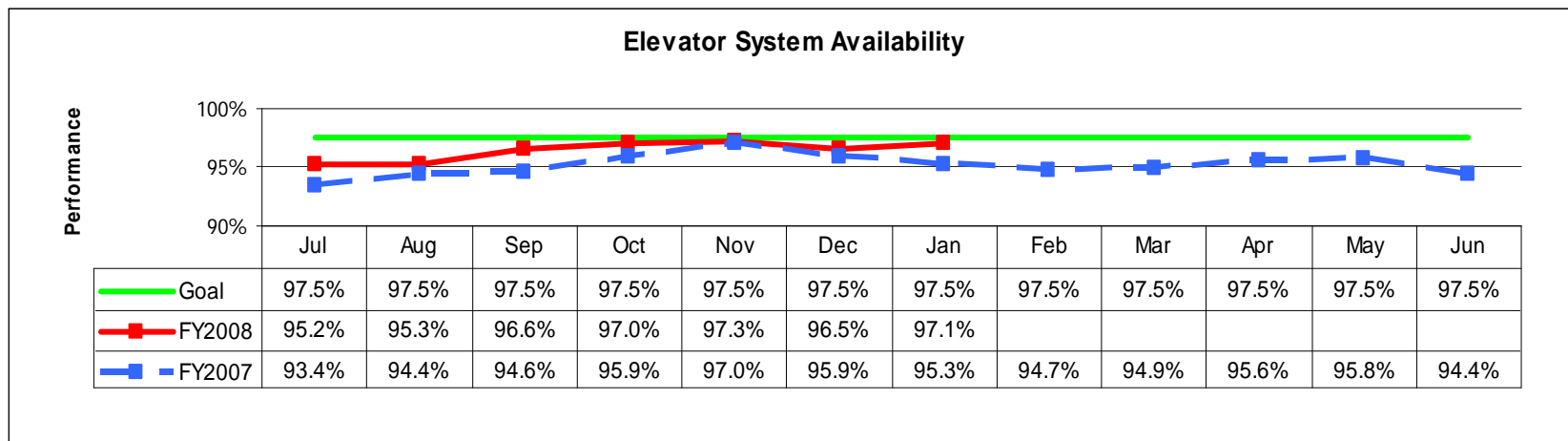
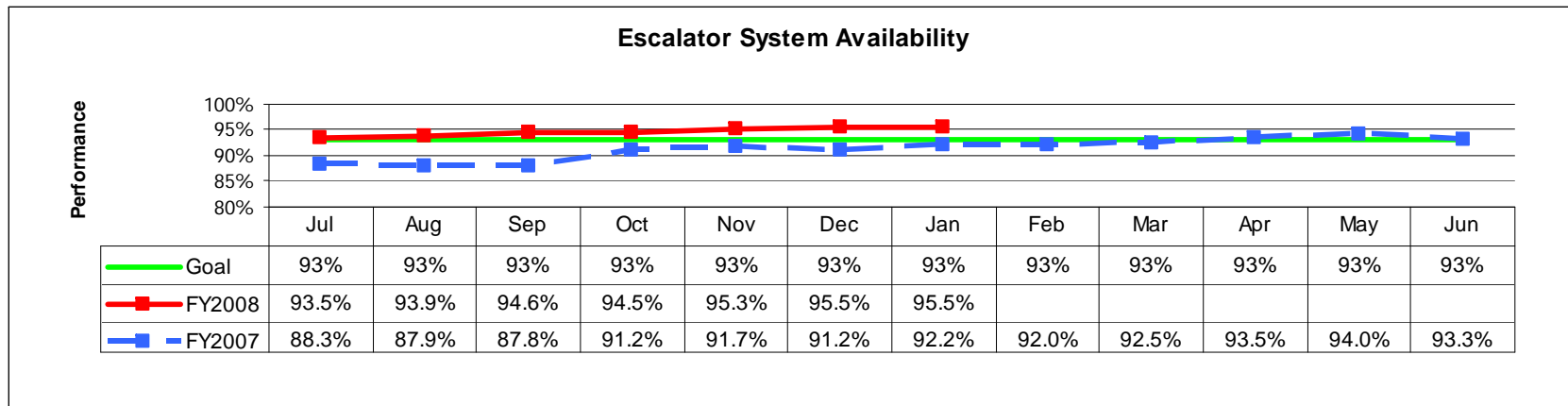
Rail car Series Size: 1000 = 300 2/3 Rehab = 306 2/3 Not Rehab = 58 4000 = 100 5000 = 192 6000 = 150



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.

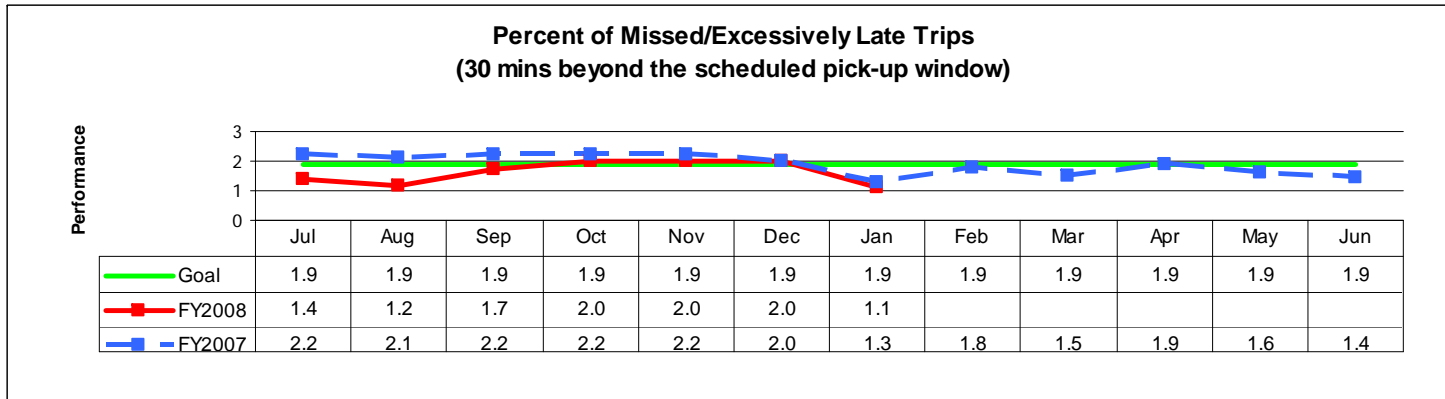
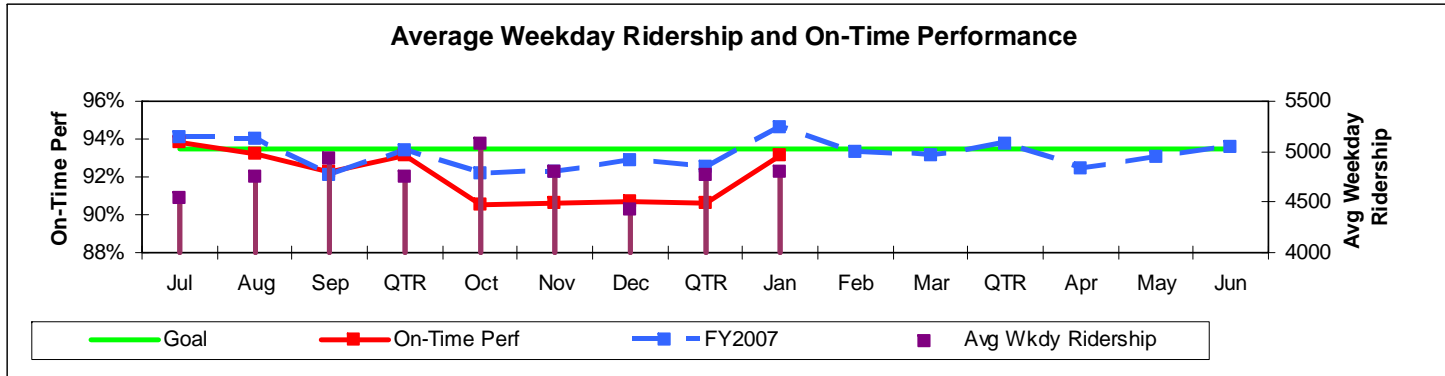




MetroAccess

DEFINITION - Percentage of on-time pickup within a 30 minute window (15 minutes before or after scheduled pickup time).

CALCULATION - $(\text{Completed trips} - \text{number of trips with a 30 minute or } > \text{ deviation}) / \text{number of completed trips} = \text{MetroAccess On Time Performance.}$



DEFINITION - Percentage of missed/excessively late trips (beyond 30 minutes).

CALCULATION – $\text{Number of completed trips with a } > 30 \text{ minute deviation from the scheduled arrival time} / \text{Completed trips} = \text{MetroAccess Percentage of Missed/Excessively Late Trips.}$