



Customer Services, Operations, and Safety Committee

Board Information Item III-C

April 8, 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

April 8, 2010



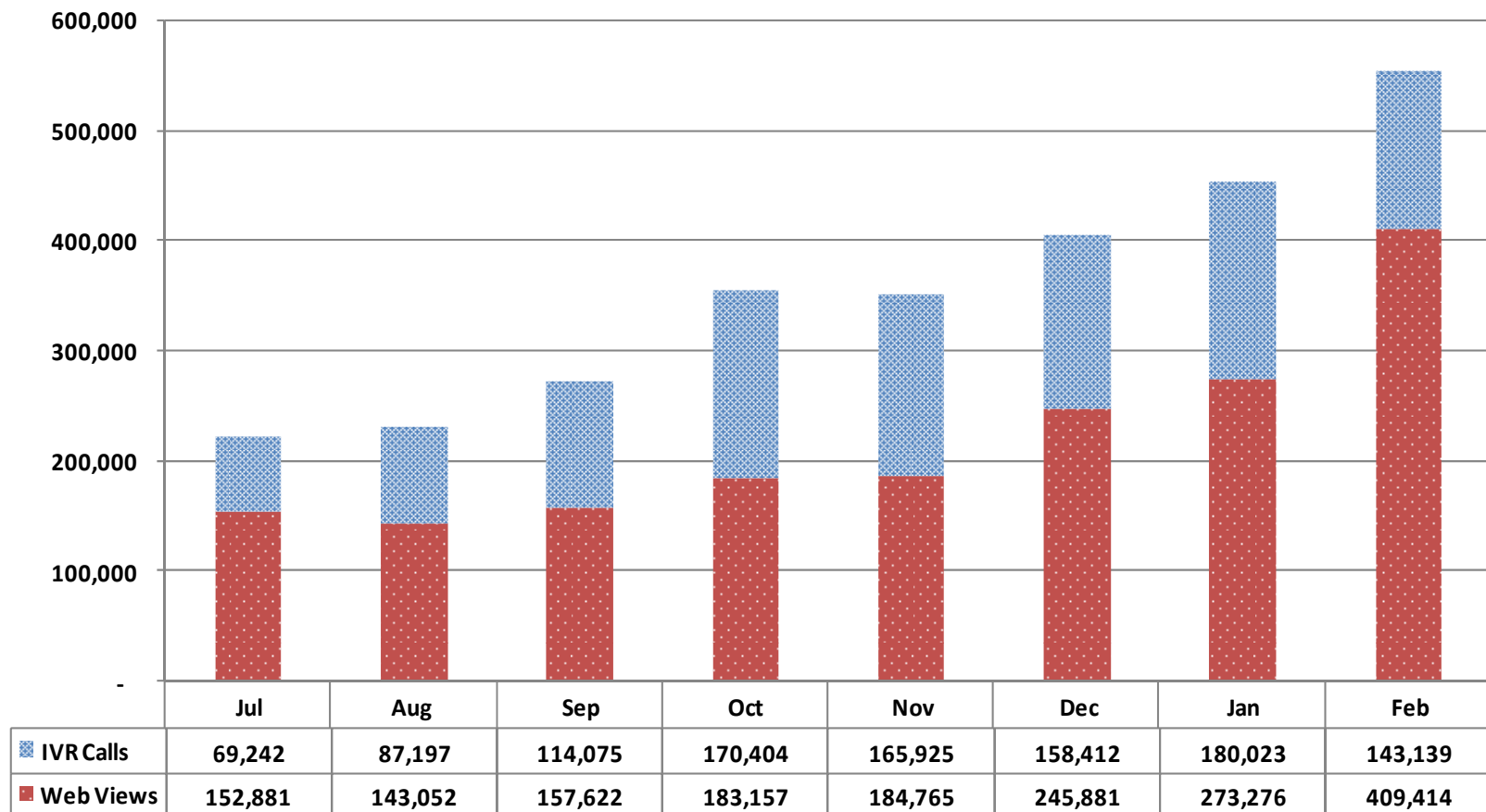
Objectives

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



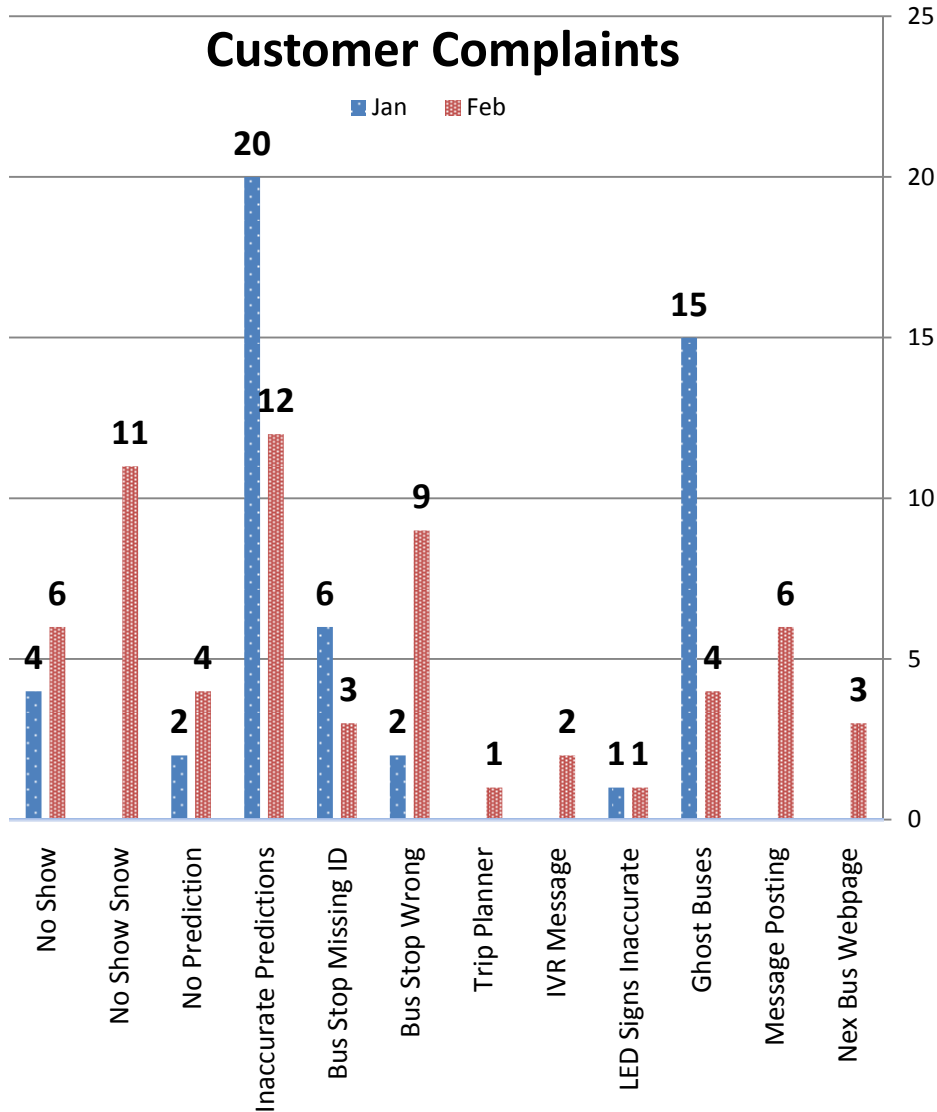
Next Bus Customer Usage Post Launch

Next Bus Monthly Usage Since July 2009





Next Bus Customer Usage vs. Complaints

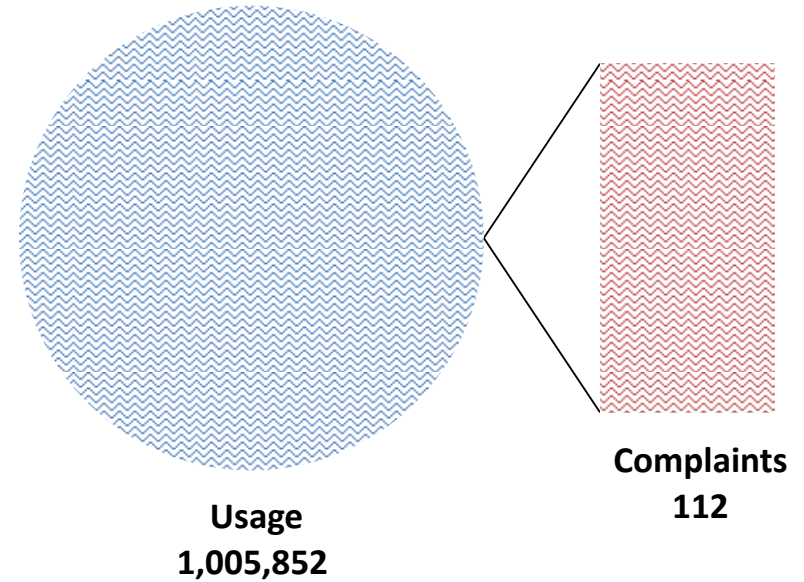


Next Bus Usage vs Complaints

112 Complaints for Jan and Feb 2010

- 50 January 2010

- 62 February 2010





Responsibility Matrix With Performance Stats

Next Bus Responsibility Matrix & Performance Status Week Ending January 23, 2010

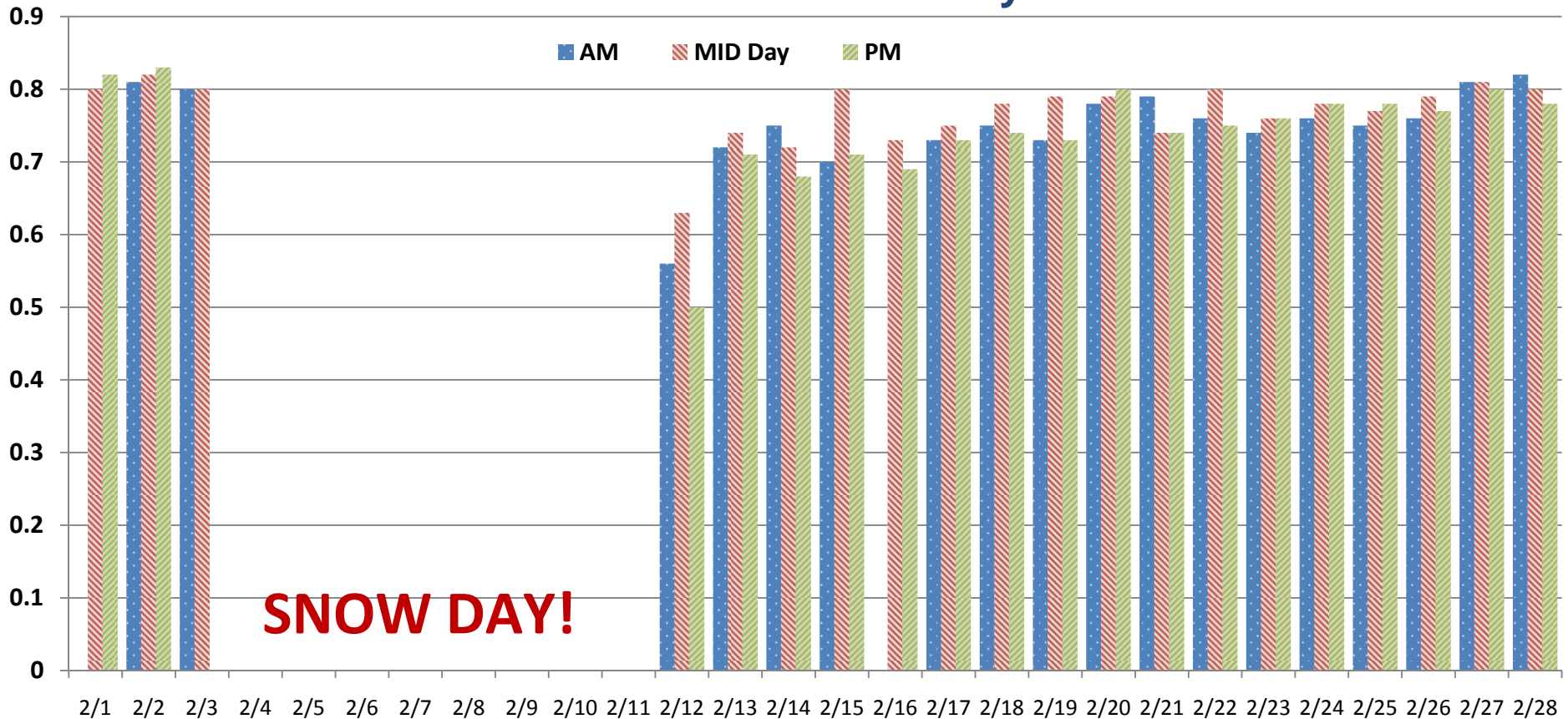
Responsibility		District I						District II						District III						
Director	1. Meet monthly with Superintendant to review On-Time Performance & Logon. 2. Submit monthly report and meet with AGM to identify Division performance, progress toward goals, strengths and weaknesses.	 Leroy Jones Week Ending 01/23/10 Average OTP = 81.14% Early = 6.86% Late = 12.00%						 Summon Cannon Week Ending 01/23/10 Average OTP = 76.75% Early = 8.86% Late = 14.39%						 Anne Carey Week Ending 01/23/10 Average OTP = 81.63% Early = 7.44% Late = 10.93%						
		Monthly Meetings Superintendant AGM		Monthly Meetings Superintendent AGM		Monthly Meetings Superintendent AGM														
Division	Operators Trained by Service Operations Manager Operators Trained by LPI or Instructor Informational Training Progress Reports	 LNTR Landover D. Proctor	 SATR Southern Avenue D. Tapp	 BLTR Bladensburg S. Burton S. Edwards	 NOTR Northern D. Baker	 WETR Western J. Smith	 MOTR Montgomery D. Crawford	 FMTR Four Mile R. Ballard	 ROTR Royal R. Ballard	 WOTR West Ox D. Moore										
and Actual ~ 1/23/10	Log-On Performance 89.46% Overall Actual Sunday to Saturday	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	95% Goal	
		90% Actual	95% Actual	84% Actual	93% Actual	92% Actual	86% Actual	84% Actual	93% Actual	90% Actual										
	On-Time Performance (OTP) 79.58% Overall Actual Early (2 Minutes) = 7.62% Late (7 Minutes) = 12.93% Sunday to Saturday	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal	80% Goal
		85.0% Actual	80.6% Actual	78.8% Actual	79.8% Actual	75.9% Actual	75.3% Actual	82.8% Actual	80.9% Actual	78.2% Actual										
	Early	Late	Early	Late	Early	Late	Early	Late	Early	Late	Early	Late	Early	Late	Early	Late	Early	Late	Early	Late
	5.90%	9.09%	5.98%	13.38%	8.33%	12.86%	5.51%	14.68%	9.98%	14.09%	10.26%	14.44%	5.84%	11.32%	9.4%	9.72%	11.39%	10.37%		



Real-Time Key Performance Indicators Dashboard

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

Next Bus Predictability





Other Improvement Efforts

- Conducted weekly Next Bus meetings (Bus, IT, System Maintenance and Customer Service)
- Trained all Service Operations Managers (SOM) and Superintendents on how to use Next Bus to improve operation performance
- Trained Customer Service Department on how to use Next Bus to obtain information and answer customer questions
- Replaced over 1000 GPS Antennas as built-in batteries are beyond life cycle.



Ongoing Activities

- Create responsibility and performance matrix on equipment, customer service, safety and schedule
- Replace radio components that have high failure rate at end of life cycle
- Develop expanded notification of service disruptions for customers and Customer Service use
- Enhance the monitoring of system availability to minimize down time
- Update Bus Stop Database and add regional ID to Trip Planner



Challenges

- Upgrading equipment over next 60 days to increase reliability
- Continue training and enforcement of operator logon and logoff of system
- Major service interruptions lessen the accuracy of arrival predictability
- Equip all Service Managers with Laptops and wireless cards