



Customer Services, Operations, and Safety Committee

Board Information Item IV-C

June 25, 2009

Operational Performance

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

<input type="checkbox"/> Action <input checked="" type="checkbox"/> Information	MEAD Number:	Resolution: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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TITLE:

Operational Performance

PURPOSE:

To provide the Committee with monthly operational highlights and system performance trends for FY09.

DESCRIPTION:

Information contains operational highlights that have occurred during the first ten months of FY09 in the areas of on-time performance and reliability for Metrorail, Metrobus, MetroAccess and Vertical Transportation.

FUNDING IMPACT:

No impact on funding.

RECOMMENDATION:

None



Operational Performance

Presented to the Board of Directors:

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

June 25, 2009



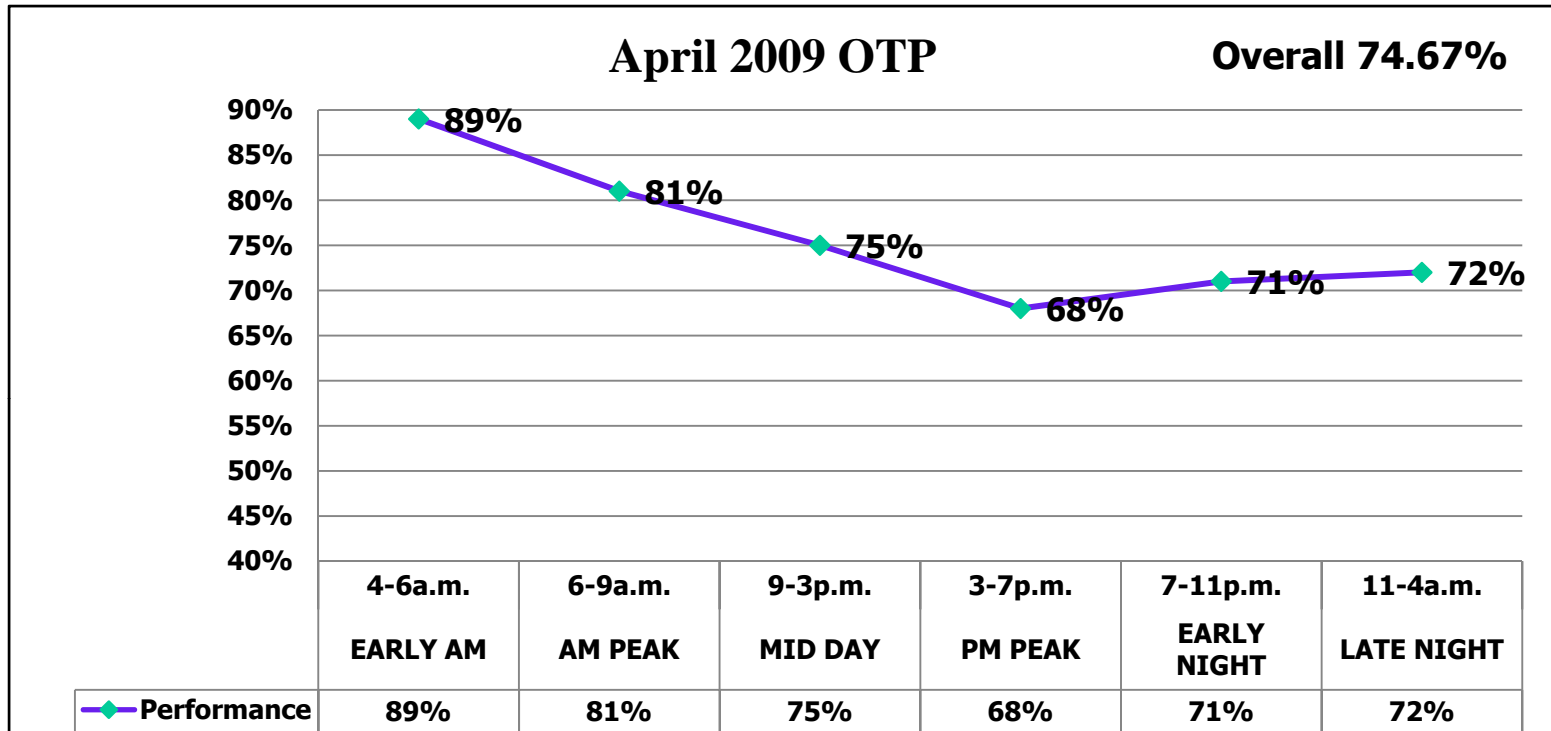


OPERATIONAL PERFORMANCE April 2009

MEASUREMENT	FY08	FY09 Target	FY09 YTD	Apr-09
RAIL				
Overall On-Time Performance (incl. all causes of delay)	91%	95%	94%	93%
Red Line	92%	95%	95%	93%
Blue Line	89%	95%	91%	92%
Orange Line	92%	95%	94%	93%
Green Line	90%	95%	92%	92%
Yellow Line	91%	95%	94%	94%
Mean Distance Between Delays	49,857	57,062	52,541	50,018
Avg Weekday Ridership	730,143		745,719	
BUS				
Overall On-Time Performance	N/A	80%	74.30%	74.67%
Overall Mean Distance Between Failures	6,326	6,500	5,667	5,667
CNG (ALL)	10,745		10,024	9,391
Hybrid	12,004		8,693	8,433
Clean Diesel	19,489		13,485	6,990
Diesel	4,177		4,237	3,387
Avg Weekday Ridership	444,519		441,610	
VERTICAL TRANSPORTATION				
Escalator System Availability	94.1%	93.0%		90.4%
Elevator System Availability	96.7%	97.5%		97.2%
METROACCESS				
On-Time Performance	91.9%	93.5%		91.9%
Percent of Missed/Excessively Late Trips	1.6	1.9		1.4
Average Weekday Ridership	4,965		7,797	



Metrobus On-time Performance

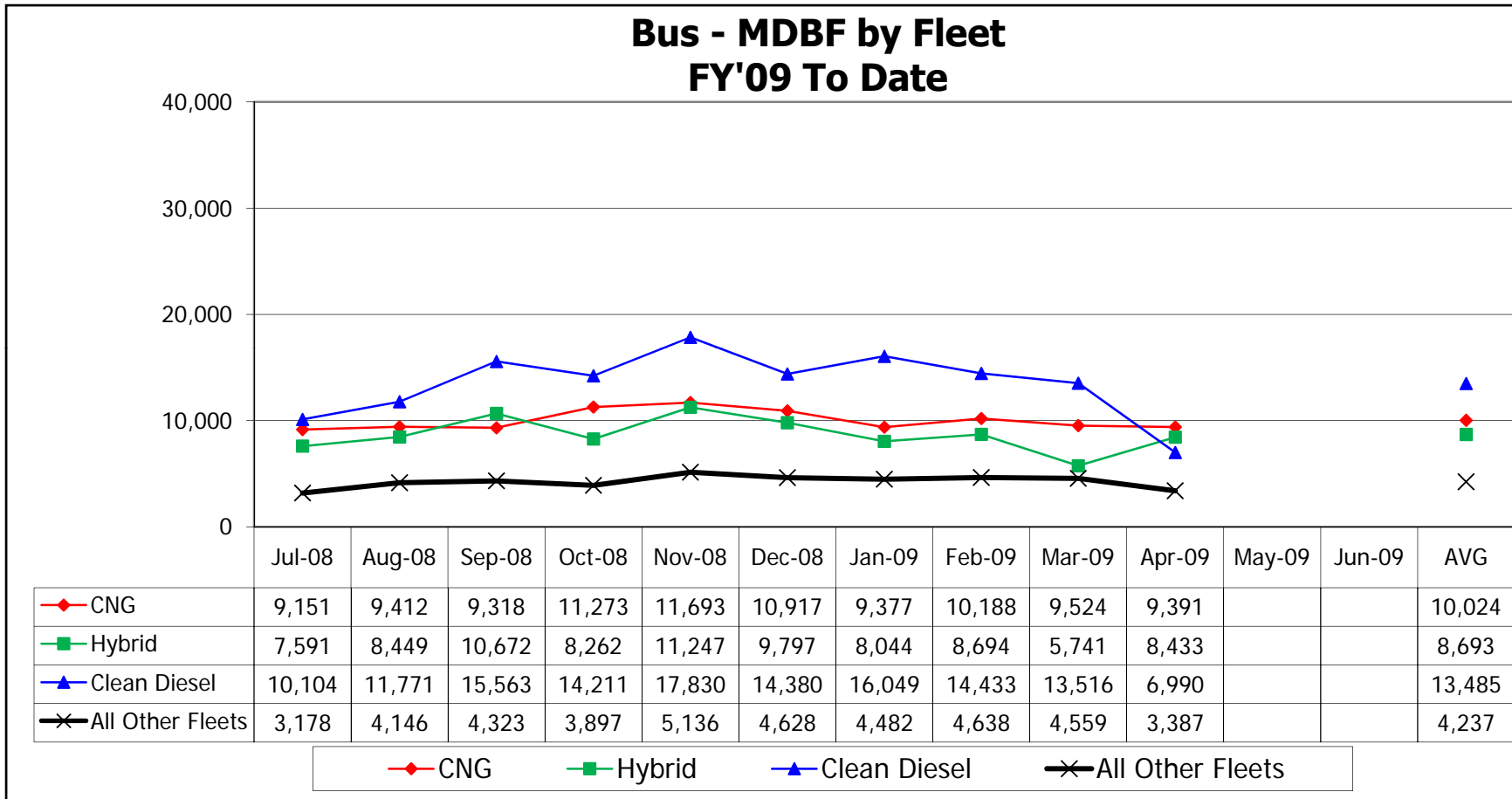


Calculation: Difference between scheduled time and actual arrival time point based on 2 min early and 7 min late.

- Analysis
 - PM Peak - traffic studies conducted by Transportation Planning Board reveal a higher concentration of commuters during the pm rush hour.



Metrobus Mean Distance Between Failures

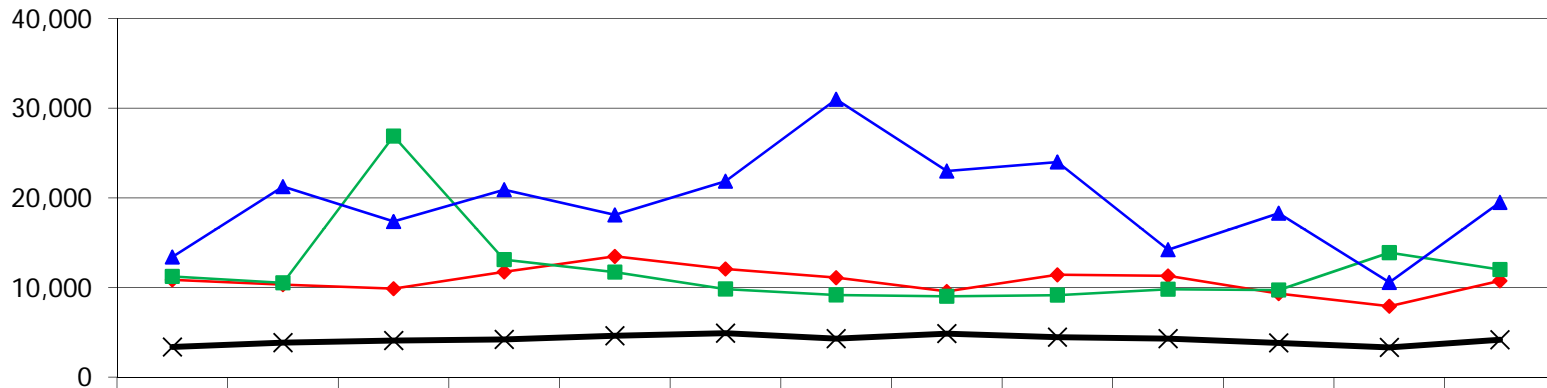


Number of Buses per Fleet			
CNG	Hybrid	Clean Diesel	All Other Fleets
461	52	116	885

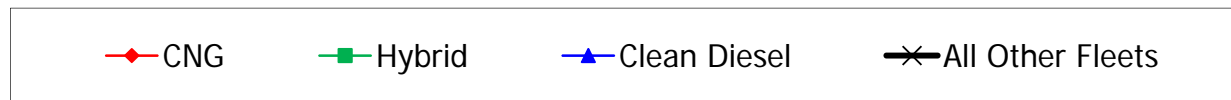


Metrobus Mean Distance Between Failures

**Bus - MDBF by Fleet
FY'08**



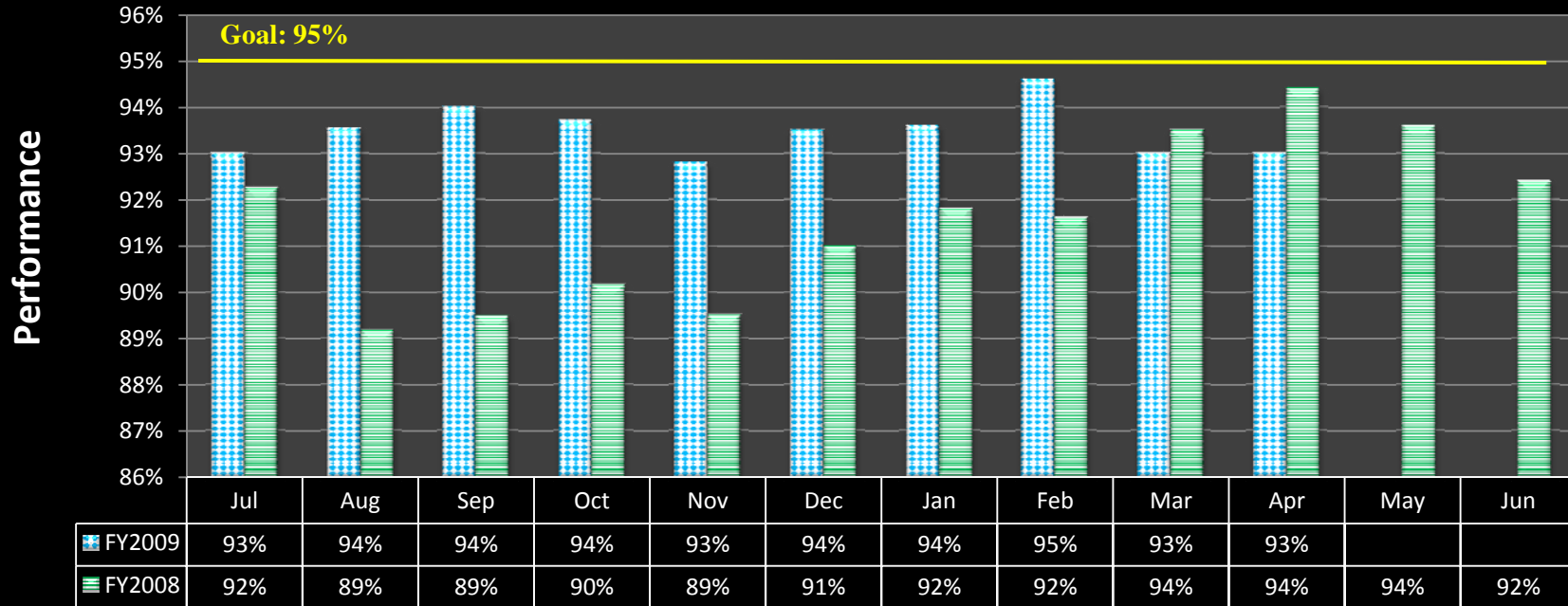
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	AVG
◆ CNG	10,854	10,317	9,870	11,742	13,473	12,069	11,098	9,566	11,418	11,297	9,324	7,909	10,745
■ Hybrid	11,229	10,520	26,878	13,107	11,713	9,830	9,173	9,024	9,155	9,808	9,720	13,885	12,004
▲ Clean Diesel	13,393	21,248	17,359	20,904	18,088	21,851	30,987	22,988	23,997	14,211	18,281	10,562	19,489
✕ All Other Fleets	3,367	3,855	4,082	4,209	4,627	4,910	4,301	4,865	4,456	4,301	3,827	3,318	4,177





Metrorail On-Time Performance

Rail On Time Performance - Overall Average



FY 2009 Ridership 18,453,191 15,503,719 15,993,339 17,106,823 13,456,648 14,451,360 15,722,955 14,314,678 16,405,811 17,192,855

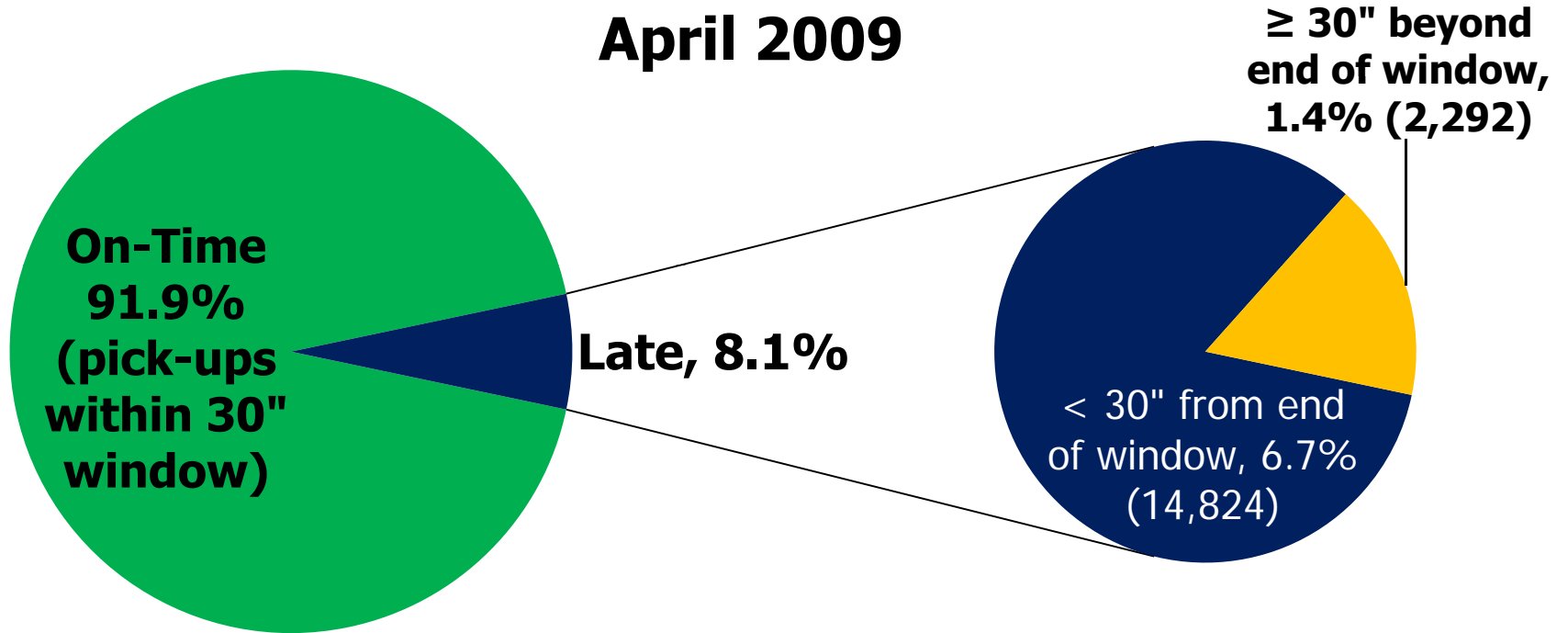
- **Highlights**

- **Ridership for April was up 5%**
- **On-time remained at 93%; speed restrictions at Bethesda**



MetroAccess

April 2009



**196,667 passengers transported
(including PCAs and companions)**

**Record high ridership (March is
typically the highest ridership
month)**

767 new registrants



MetroAccess Free Ride Program

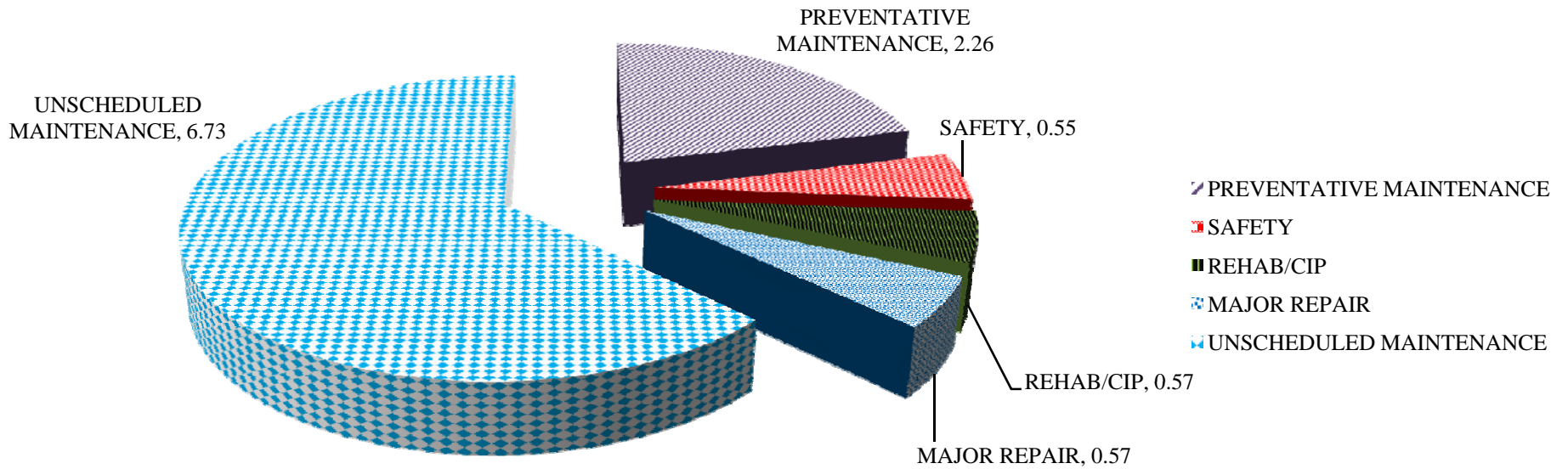
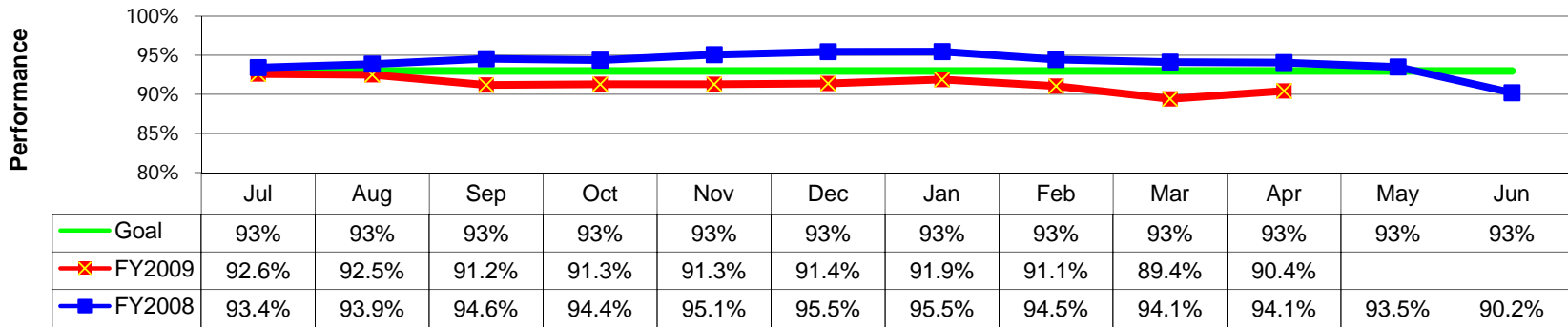
- **Metro continues to promote free rides on bus and rail through:**
 - **Direct mail**
 - **Internet**
 - **Customer service**
 - **Outreach**
 - **Eligibility**

	Bus	Rail	System Total
Trips (YTD through 4/09)	200,000	100,000	300,000
Cost Avoidance (YTD through 4/09)			\$11M
Cost Avoidance (Projected FY 2009)			\$18M



Escalators April 2009

Escalator System Availability





Elevator April 2009

Elevator System Availability

