



Customer Services, Operations, and Safety Committee

Board Action/Information Item IV-B

September 13, 2007

Operational Performance

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

Action
 Information

MEAD Number:

Resolution:
 Yes No

PURPOSE

To provide the Committee monthly operational highlights, system performance trends for FY07 versus FY06 and an overview of the railcar program.

DESCRIPTION

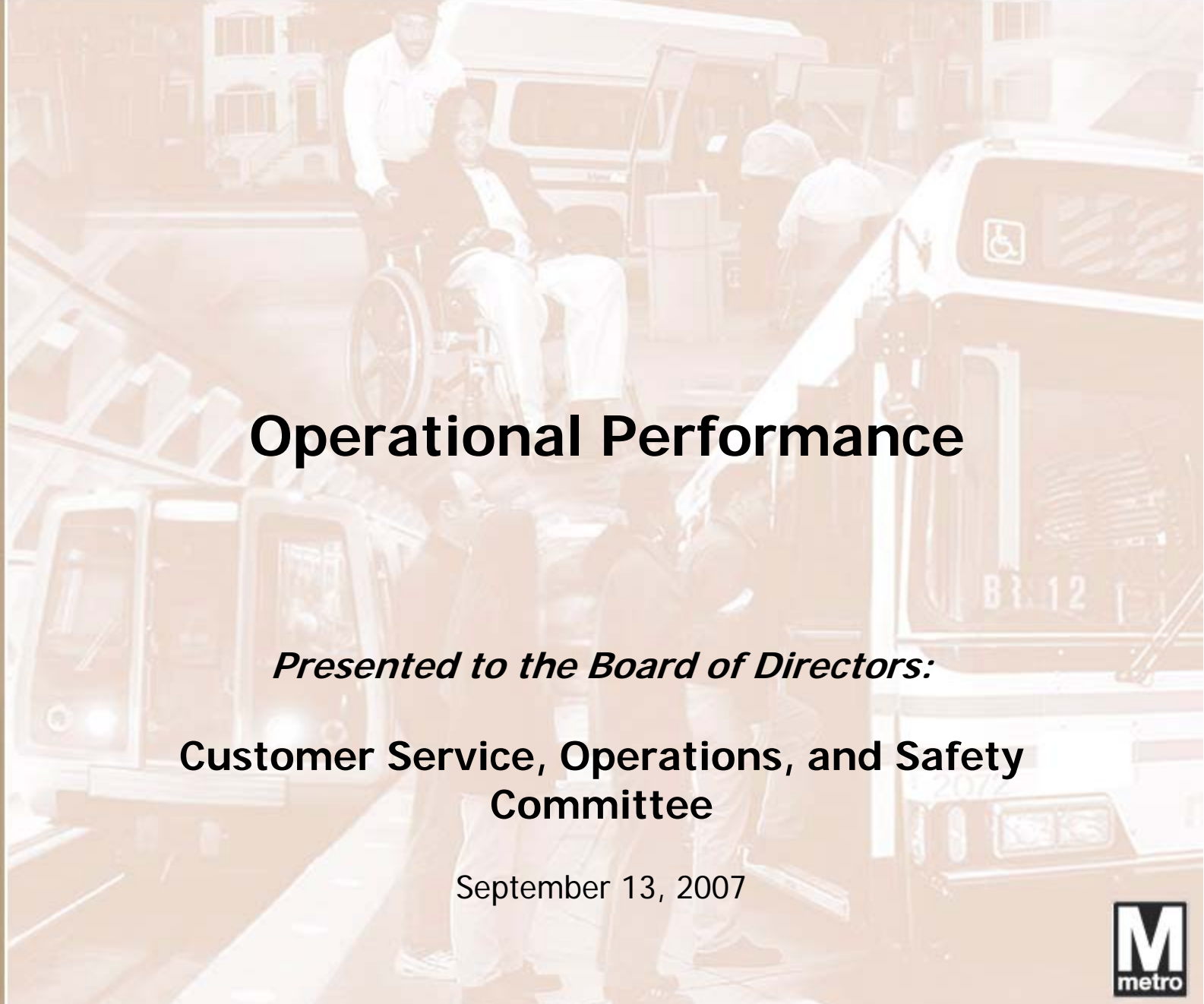
Information contains operational highlights that have occurred since the last Customer Service Operations and Safety Committee, an overview of the railcar program and performance measures comparing FY07 to FY06 in the areas of on-time performance, reliability and customer satisfaction.

FUNDING IMPACT

None

RECOMMENDATION

None



Operational Performance

Presented to the Board of Directors:

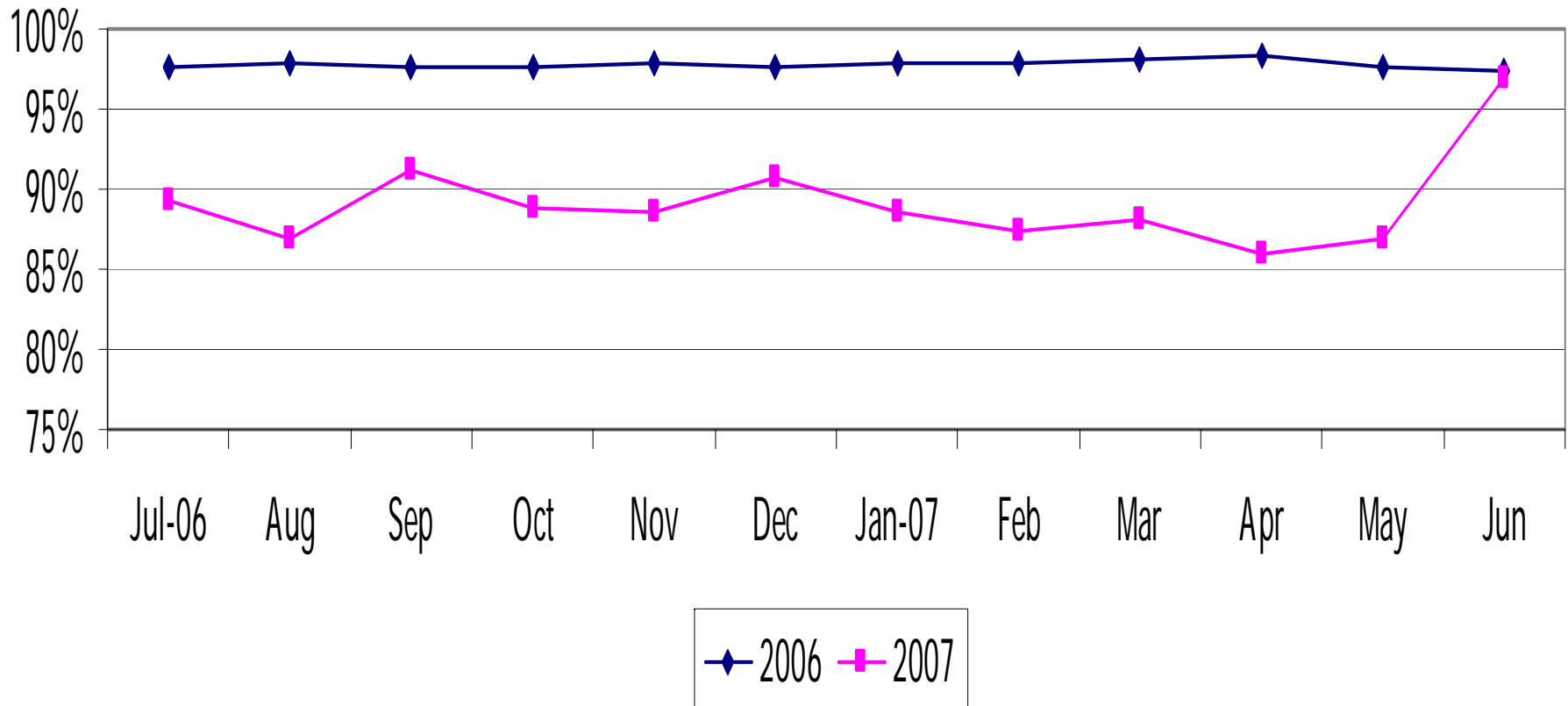
**Customer Service, Operations, and Safety
Committee**

September 13, 2007





RAIL - On-Time Performance-Reliability



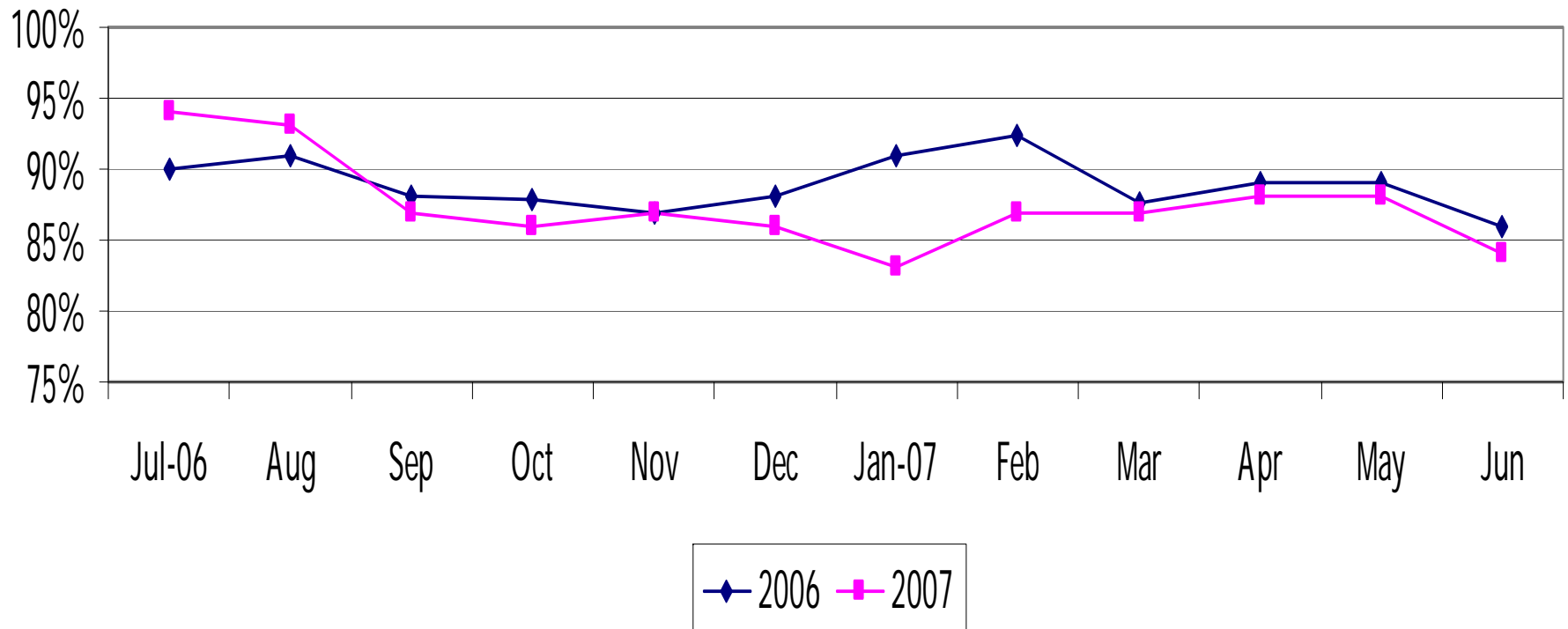
Year to Date Average

2006 - 97%

2007 - 89%



RAIL - Customer Satisfaction



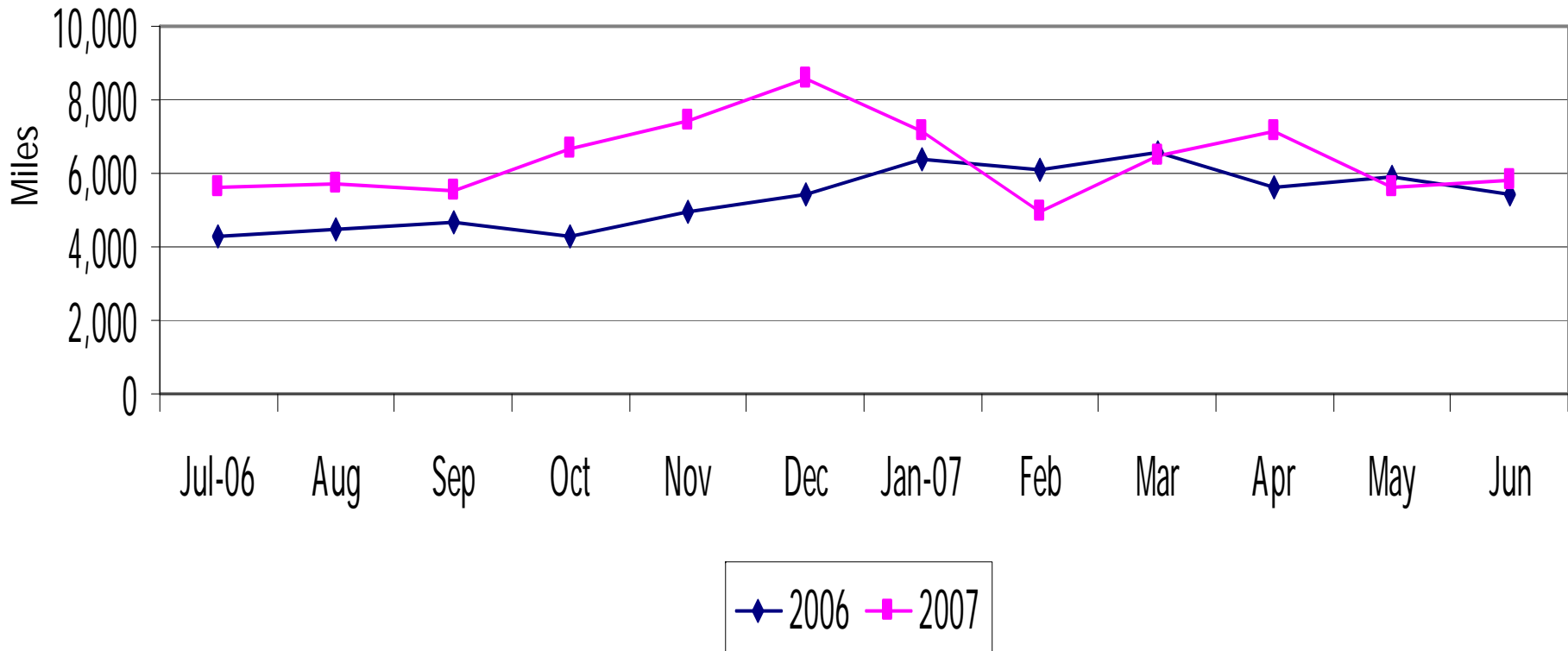
Year to Date Average

2006 - 89%

2007 - 88%



BUS - Mean Distance Between Failures



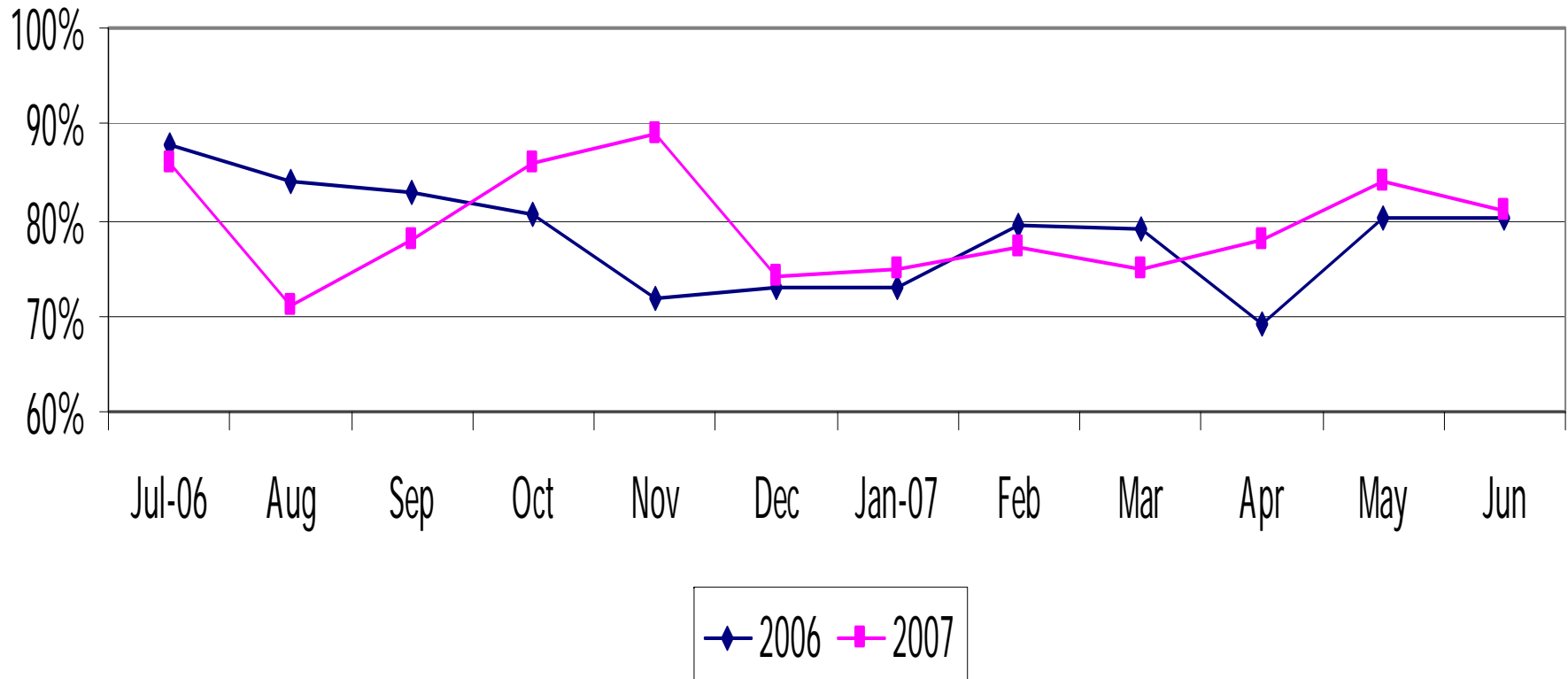
Year to Date Average

2006 - 5,243

2007 - 6,267



BUS - Customer Satisfaction



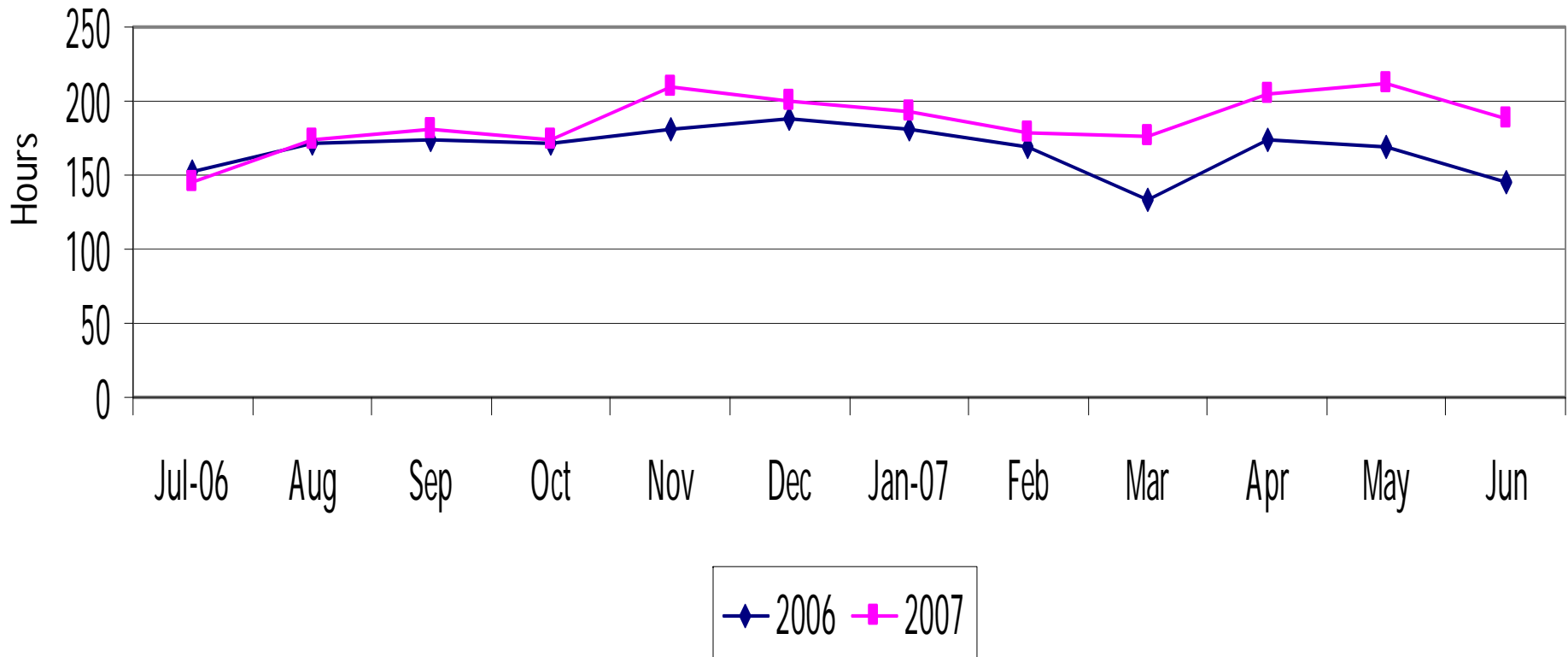
Year to Date Average

2006 - 78%

2007 - 79%



Escalator Mean Time Between Failures



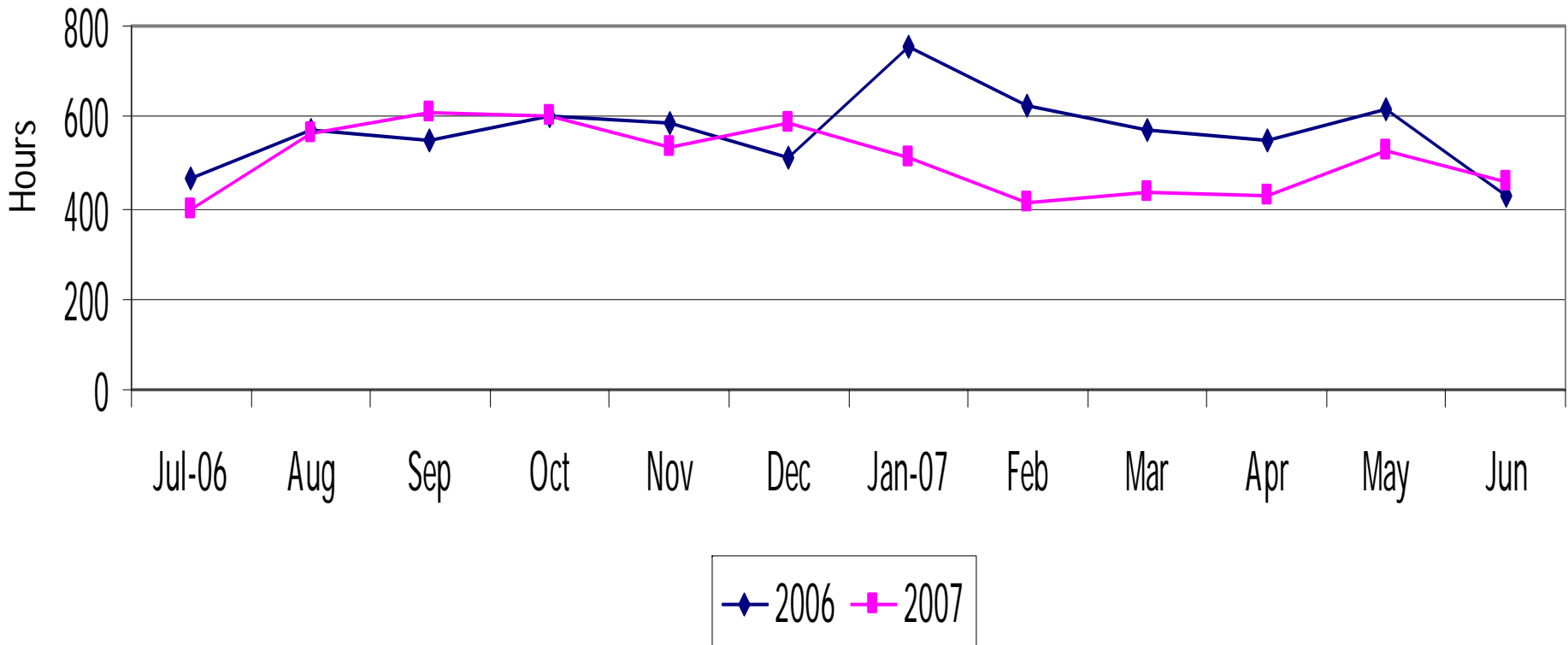
Year to Date Average

2006 - 167

2007 - 186



Elevator Mean Time Between Failures



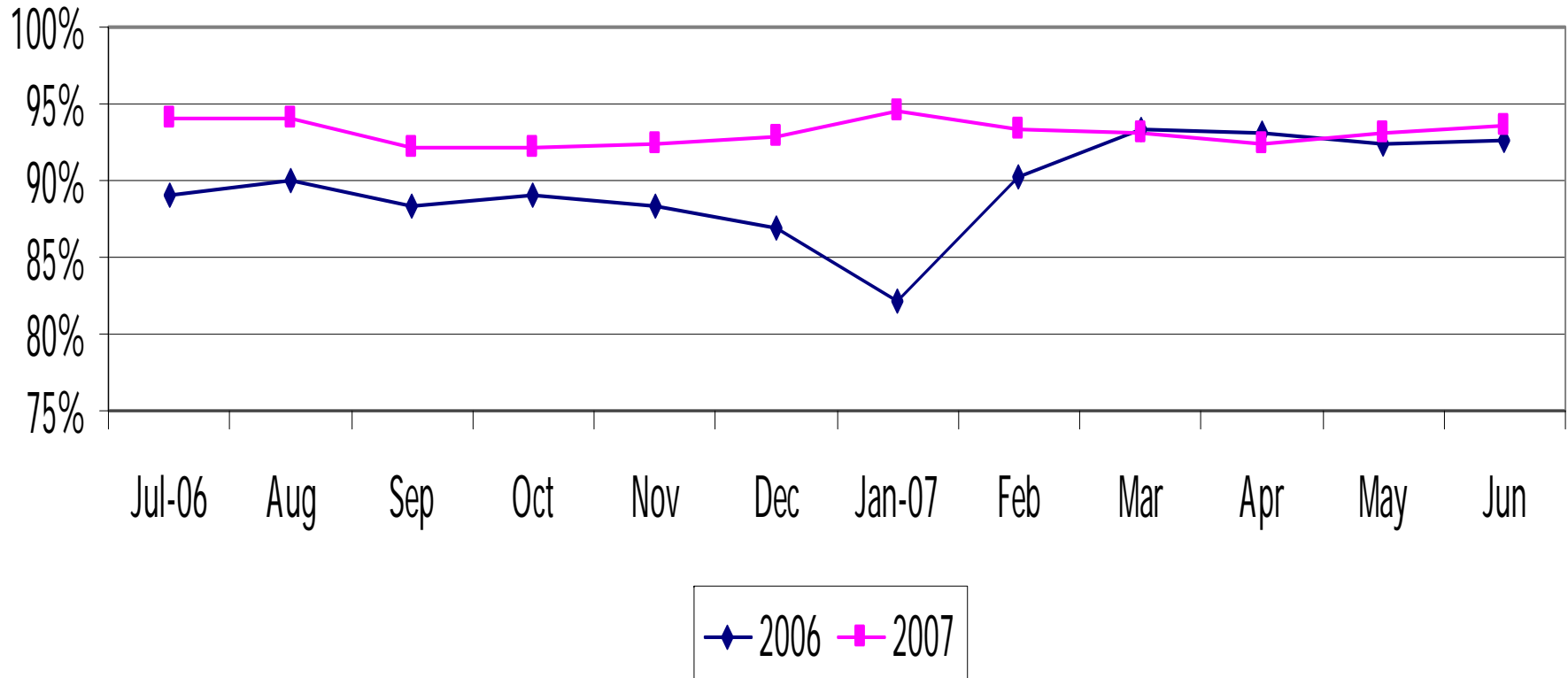
Year to Date Average

2006 - 568

2007 - 504



MetroAccess - On-Time Performance



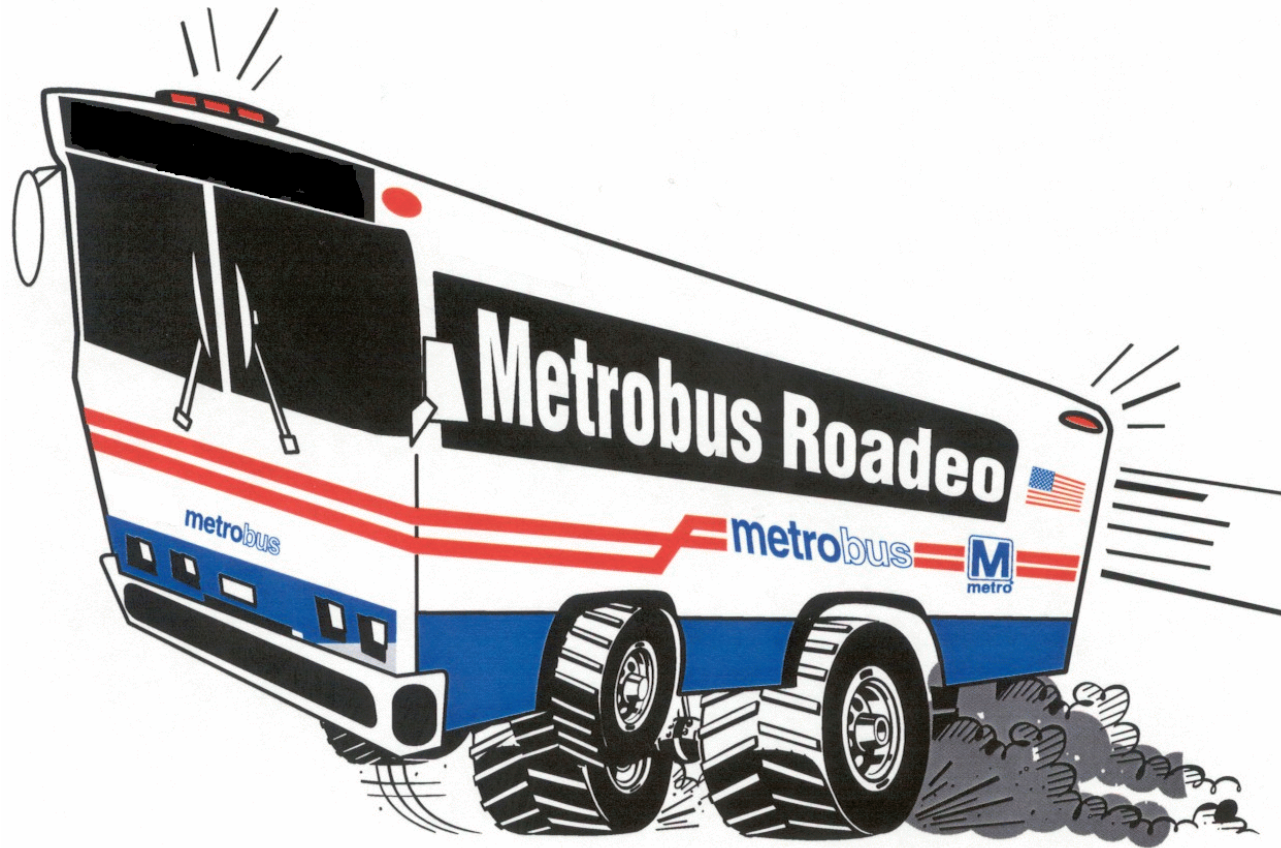
Year to Date Average

2006 - 89%

2007 - 93%



Recognition



September 15, 2007
Landover Bus Garage
8:00a.m.



Railcar Fleet

- Total Fleet Owned by Metro 998
 - 2/3K Floating Support 38
 - Total Net For Deployment 960
- AM/PM Service Requirement 782
- 9/24/07 Service Requirement 800
- 18 Additional Railcars Deployed
 - All 4-consist will be 6-consist
 - 2 4-consist Gap Trains will be 6-consist