



# ***METRO SYSTEM PERFORMANCE REPORT***

## PERFORMANCE INDICATORS AND CUSTOMER SATISFACTION

Customer Service, Operations and Safety Committee

October 20, 2005

# PURPOSE

- Review Metro System Performance Indicators.
- Present for the first time the results of the Customer Satisfaction Measurement Survey and describe how we use this information.
- Describe new communications initiative for sharing this quarterly “report card” with customers, stakeholders, and the general public.

# BACKGROUND

- In November of 2004 Metro committed to a “back to basics” program, with a clear focus on:
  - Service reliability
  - Customer service.
- This report lays out the results that have been achieved.

# BACKGROUND

## Customer Satisfaction Measurement Survey

- Continuous measurement via a telephone survey conducted by an independent contractor.
- A total of 2,400 customers are interviewed each year – 600 interviews per quarter.
  - Respondents are drawn from a random sample and self-identified as riders of Metrobus and/or Metrorail.
- Collects data on customer satisfaction with Metro services.
- Key areas of focus include:
  - Communications
  - Customer Service
  - Fares
  - Riding Experience
  - Reliability
  - Elevators and Escalators

# FY05 CUSTOMER SATISFACTION WITH METRO

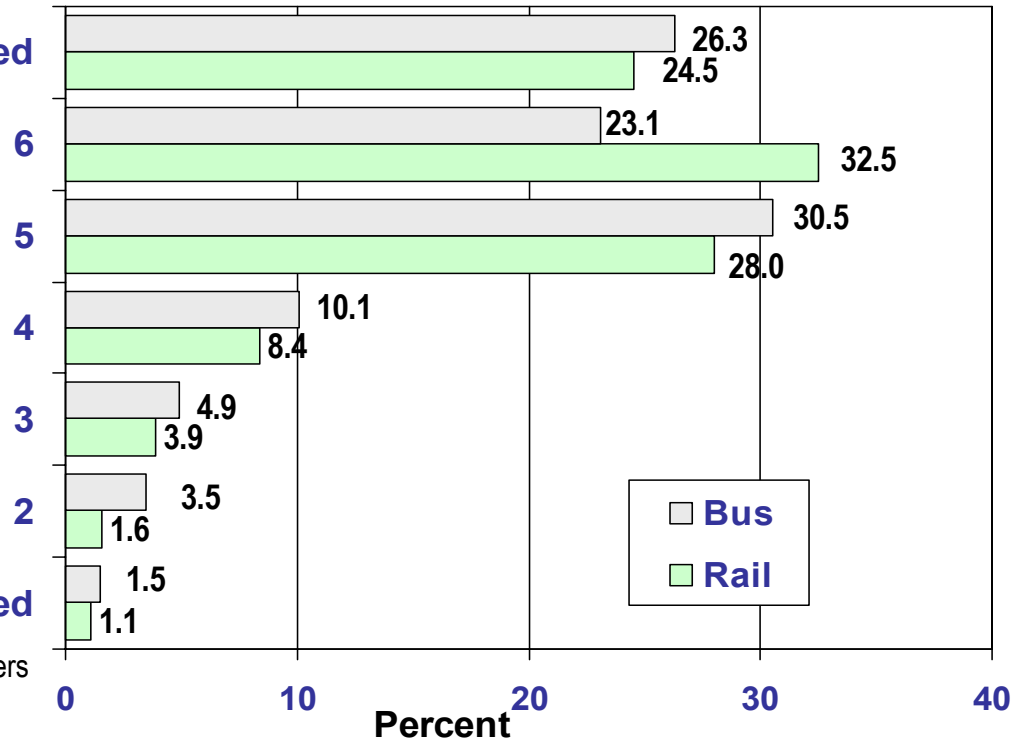
## % of Customers Overall Satisfaction Ratings

LEVEL OF SATISFACTION	RAIL	BUS
SATISFIED	85%	80%
NEUTRAL	8%	10%
DISSATISFIED	7%	10%

**Extremely Satisfied**

**Extremely Dissatisfied**

Base: 1428 Rail and 1000 Bus Riders



**When asked, 95% of bus riders and 97% of rail riders indicate that they would recommend Metro to a friend.**

# PERFORMANCE INDICATORS - METRORAIL

RAIL	FY05					FY05 Actual	FY06 Goal				1st Qtr Avg
	1st QTR	2nd QTR	3rd QTR	4th QTR	Jul-05			Aug	Sep		
<b>1 Service Provisions</b>											
On-Time Performance (SRI)	98.24	97.40	97.79	97.76	97.75	98.20	97.57	97.85	97.70	97.71	
MDBD (Car Maintenance)	41,594	38,316	47,034	51,948	45,323	60,000	52,347	47,181	53982	50,963	
<b>2 Safety and Security</b>											
Part 1 Crimes per Million Passengers (Less Parking Crime)	1.9	1.7	1.5	1.6	1.7	1.6	1.6	1.9	1.9	1.8	
Part 1 Crimes in Parking Lots per Million Passengers	4.9	2.8	2.8	3.4	3.6	3.6	3.5	3.5	5.0	4.0	
Metrorail Pass. Injuries per Million Pass. Miles	0.45	1.54	0.07	0.07	0.53	0.14	0.12	0.14	0.14	n/a	
<b>3 Customer Satisfaction: Metrorail</b>											
Customer Satisfaction Measurement Survey	87%	80%	87%	87%	85%	87%	90%	91%	88%	90%	
Complaints per 100,000 Passengers (excl Park, ELES)	4.3	4.2	3.4	3	3.7	3.2	3.2	3.3	3.2	3.2	
Parking Complaints per 100,000 Paid Transactions	22.5	11.6	13.6	8.6	13.9	12	9.4	9.5	7.1	8.7	
<b>4 Avg Weekday Ridership</b>	666,735	635,969	656,116	704,904	668,002	683,798	723,061	697,523	701,558	707,381	

Red Text, Failed to meet Goal; Blue Text, Met or Exceeded Goal

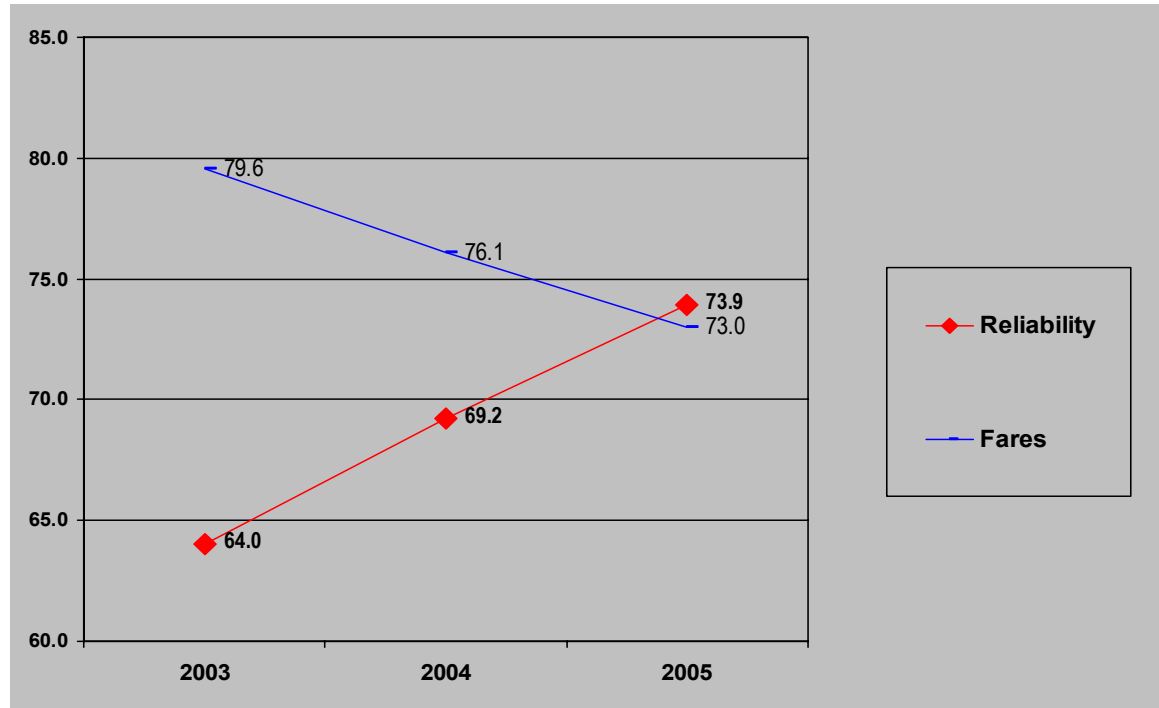
\*\*The Part 1 Crime Goal is to reduce crime by 5% from last year's levels. The goal fluctuates each quarter.

\*\*\*New FY06 indicator, no FY05 Goal was established

- The Mean Distance Between Delays is continuing to trend in the right direction, and trending toward toward goal attainment. The 3000 and 5000 series car fleets exceeded the FY06 MDBD goal which demonstrates that our new and rehabilitated car improvement program is working.
- Train availability – the availability of rail cars for passenger operations - was 99.68%. On two days this August we were two gap trains short.
- Metrorail customer satisfaction is high. Approximately 91% of customers expressed satisfaction with the service in the first quarter of FY06. (July – September 2005)
- Despite ongoing major track work, rail delay complaints are declining, and total rail complaints are below both last year's level and the FY06 threshold.

# CUSTOMER SATISFACTION WITH METRORAIL

## Index Ratings of Key Elements



A statistical difference in the index ratings requires a spread of 4 points. As viewed on the chart, customer ratings of satisfaction with reliability and fares (fare value) demonstrate statistical difference. The other key measures, which include - communications, customer service, safety, and riding environment - have remained steady.

Customer satisfaction with reliability has improved significantly. The decline in satisfaction with fares (fare value) is attributable to the two fare increases and to the initial conversion to SmarTrip® as the method of payment for parking.

# PERFORMANCE INDICATORS - METROBUS

BUS	FY05					FY05 Actual	FY06 Goal	FY06			1st Qtr Avg
	1st QTR	2nd QTR	3rd QTR	4th QTR	Jul-05			Aug	Sep		
<b>1 Service Provisions</b>											
Mean Distance Between Failures *	4,721	5,758	5,825	5,552	5,464	6,000	4,273	4,518	4,712	4,505	
Lost Trips per 1k sched trips	4.73	4.18	3.84	4.79	4.38	3.95	5.10	4.80	5.00	5.00	
<b>2 Safety and Security</b>											
Part 1 Crimes per Million Passengers	0.53	0.80	0.72	0.58	0.65	0.63	0.61	0.55	1.34	0.84	
Metrobus Pass. Injuries per Million Pass. Miles	1.55	1.74	1.53	1.73	1.64	1.80	1.72	1.93	1.82	n/a	
<b>3 Customer Satisfaction: Metrobus</b>											
Customer Satisfaction Measurement Survey	76%	84%	81%	78%	80%	80%	88%	84%	83%	85%	
Complaints per 100,000 Passengers**	14.7	13.9	12.1	11.7	13.1	11	13.7	13.8	11.8	13.1	
<b>4 Avg Weekday Ridership</b>	442,193	427,675	418,842	440,840	432,388	436,731	430,000	422,193	469,000	440,398	

Bus Notes: \* - Will use On-time performance measure when AVL scheduling interface is complete

\*\* - Goals will need to be re-evaluated once new farebox data is available

\*\*\* - New FY06 indicator, No FY05 goal established

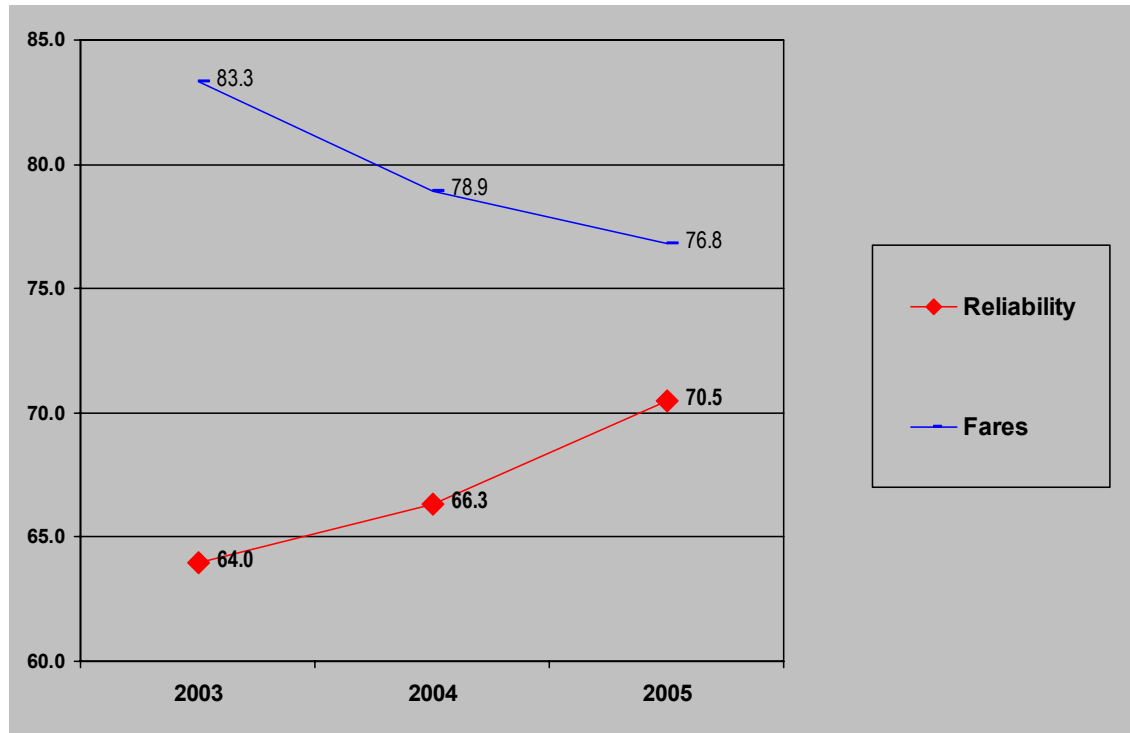
Red Text, Failed to meet Goal; Blue Text, Met or Exceeded Goal

- The Mean Distance Between Failures for the first quarter (July – September 2005) of FY 06 was 4,505 - a decrease of about 4.5% from this time last year. However, MDBF improved 14% during FY 2005.
- Unusually high temperatures throughout this period continued to cause various problems. Additionally, to meet an increase in service demand, the oldest buses in the system (those especially impacted by the heat) were placed into service.
- The newer fleets continued to perform well, reliability improvement initiatives continued, and by the quarter's end 17 new buses were in service. A total of 417 new buses will be received by the end of the FY, which shows significant and improved fleet reliability throughout the remainder of the year.
- While 86% of bus customers expressed satisfaction with the service in the first quarter, bus complaints are up slightly. The most frequent complaints remain to be late buses and no shows. Bus services is continually working to better manage service in traffic congestion.



# CUSTOMER SATISFACTION WITH METROBUS

## Index Ratings of Key Elements



A statistical difference in the index ratings requires a spread of 4 points. As viewed on the chart, customer ratings of satisfaction with reliability and fares (fare value) demonstrate statistical difference. The other key measures, which include - communications, customer service, safety, and riding environment; have remained steady.

Customer satisfaction with reliability has improved significantly.

Bus riders' satisfaction with fares (fare value) decreased in the wake of the two fare increases.

# PERFORMANCE INDICATORS – ELEVATORS AND ESCALATORS

VERTICAL TRANSPORTATION		Not Including PM's/Scheduled Outages					Including PM's/Scheduled Outages				
		FY05					FY06				1st Qtr
		1st	2nd	3rd	4th	FY05		Jul-05	Aug	Sep	
		QTR	QTR	QTR	QTR	Actual	Goal				
<b>1 Service Provisions</b>											
Escalator Mean Time Between Failures (hours)		161.00	167.80	171.80	164.10	166.17	170.00	158.53	181.35	181.24	174.16
Escalator System Availability		96.2	97.1	97	97.1	96.85	93.0	NA	NA	NA	NA
Elevator Mean Time Between Failures (hours)		535.4	703.7	590.4	469.4	574.7	600.0	454.05	564.54	537.28	514.21
Elevator System Availability		99.1	99.5	99.2	99.1	99.2	97.5	NA	NA	NA	NA
<b>2 Safety: Passenger Injuries per Million Trips</b>											
Escalator & Elevator Passenger Injuries per Million Trips		1.9	1.36	1.61	1.46	1.58	2.07	1.4	1.5	1.9	1.6
<b>3 Customer Satisfaction Measure: ELES</b>											
Escalator		n/a	52%	58%	50%	53%	58%	61%	55%	63%	59%
Elevator		n/a	67%	71%	77%	71%	73%	73%	90%	79%	85%
ELES complaints per 100,000 rail riders		0.4	0.3	0.5	0.4	0.8	0.6	0.5	0.4	0.4	0.4

\*\*\* - New FY06 indicator, No FY05 goal established

Red Text, Failed to meet Goal; Blue Text, Met or Exceeded Goal

NA - Information at this time not available

- New ELES Service Goals were developed that are designed to improve our performance. The new service provisions place more emphasis on what the riders actually experience. Our former availability goals did not count preventative maintenance and scheduled repairs. The new availability goals include all outages and reflect what the customer actually experiences.
- ESCALATORS: System availability and Mean Time Between Failures indicators remain high, and on track with the new goals. July's lower number was primarily driven by major repairs at New York Avenue, Gallery Place, Metro Center, L'Enfant Plaza, and Dupont Circle.
- ELEVATORS: System availability and Mean Time Between Failures indicators remain high, and on track with the new goals. July's lower number is attributed to high failures at Largo Town Center, Morgan Boulevard and Friendship Heights, related mostly to hot weather.

# CUSTOMER SATISFACTION WITH ELEVATORS AND ESCALATORS

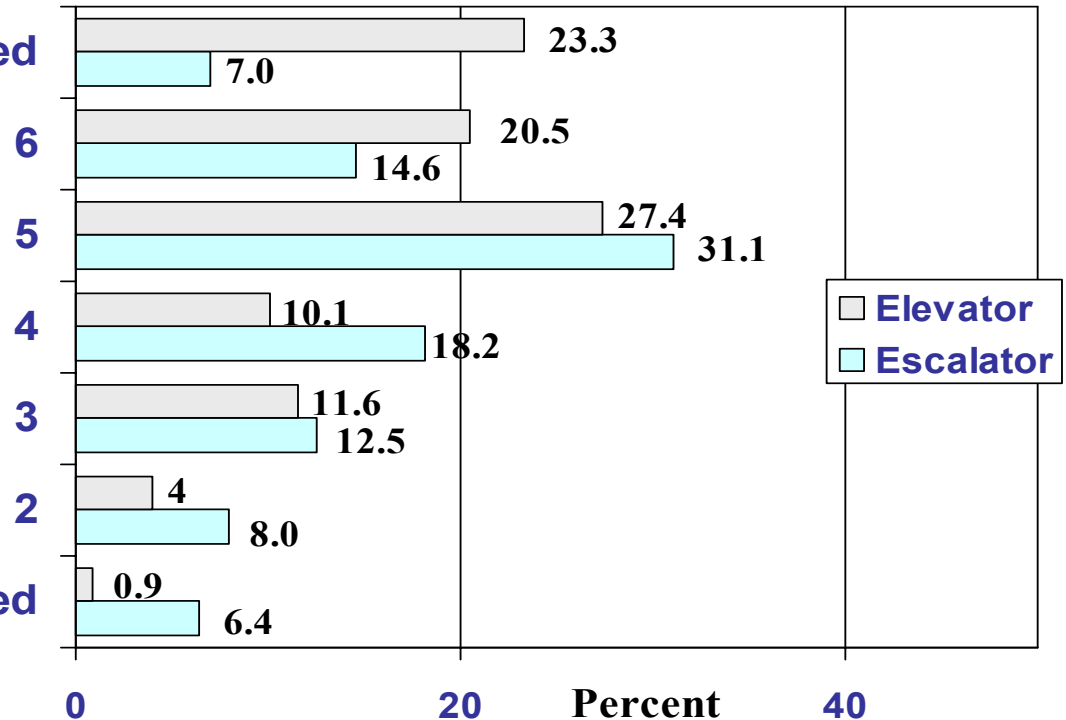
## FY05 Results (first year collecting these data)

### Extremely Satisfied

LEVEL OF SATISFACTION	ELEVATOR	ESCALATOR
SATISFIED	71%	53%
NEUTRAL	10%	18%
DISSATISFIED	17%	27%

% May do not add to 100% due to exclusion of "Don't Know/Refused" and rounded.

### Extremely dissatisfied



Base: Escalators, 1428 Rail Riders ; Elevators, 243 elevator users

WMATA ESCALATORS	SYSTEM TOTAL	REHAB UNITS	ROUTINE MAINTENANCE	SERVICE CALLS	SYSTEM AVAILABILITY
TYPICAL WEEKDAY	588	12	14	15	NA

# PERFORMANCE INDICATORS - METROACCESS

At this time, there is no measure of customer satisfaction for MetroAccess. Complaint tracking is used as substitution.

		FY05					FY06 Goal				1st Qtr Avg
		1st QTR	2nd QTR	3rd QTR	4th QTR	FY05 Actual		Jul-05	Aug	Sep	
<b>METROACCESS</b>											
<b>1</b>	<b>Service Provisions</b>										
	On-time Performance	93	91.6	91.5	90.9	91.73	93.5	87.0	89.9	89.4	88.8
	Percent of Missed/Extremely Late Trips (45 mins beyond the scheduled pick-up time)					2.6	1.5	2.3	2.2	2.1	2.2
<b>2</b>	<b>Safety: Passenger Injuries per 100,000 trips</b>	3.4	2.9	2.6	4.2	3.3	2.9	5.8	2.6	6.1	4.9
<b>3</b>	<b>Customer Satisfaction Measure*</b>										
	Total Complaints per 1,000 trips	2.9	4	3.4	6.1	4.1	3.8	4.2	3.5	4.5	4.0
<b>4</b>	<b>Average Weekday Ridership (for consistency)</b>	4,036	4,121	4,269	4,440	4,217	4,700	4,239	4,495	3,966	4,233

MetroAccess Notes \* - A Customer Satisfaction Measurement similar to the other modes is being developed for MetroAccess

\*\*\*- New FY06 indicator, no FY05 goal established

Red Text, Failed to meet Goal; Blue Text, Met or Exceeded Goal

- On-time performance dropped in the first quarter due to continued last-minute scheduling of trips and a higher-than-average utilization of taxis
- Conversion to a new contractor by January, 2006 is expected to result in significant service improvement by end of this fiscal year

# SUMMARY

## **METRORAIL**

- Key performance indicators are moving in a positive direction, and our engineering intervention initiatives are working. We are on track to meet our reliability improvement goals by the end of this fiscal year.
- Customer satisfaction is high, with 90% of customers expressing satisfaction in the first quarter of FY06.

## **METROBUS**

- The hot summer weather placed extra demands on many bus components, and the key indicators reflect the negative impact of the weather.
- A major influx of new buses are expected to further improve service reliability by the end of this fiscal year.
- While 86% of bus customers expressed satisfaction with the service in the first quarter, bus complaints were up slightly.

## **VERTICAL TRANSPORTATION**

- System availability and MTBF indicators, for both escalators and elevators, are trending in the right direction, and on track with the new goals.
- Customer satisfaction remains low at 59% a slight increase over FY05. There appears to be a lag factor between equipment performance improvements and customer perception.

## **METROACCESS**

- While on-time performance was down slightly in the first quarter, we are working with the current contractor to improve service reliability and customer service.
- A new contractor has been selected and will start January 15, 2006. This is expected to significantly improve service performance by the end of the fiscal year.

# METRO QUARTERLY REPORT CARD


A Metro quarterly report card on System Performance Indicators and Customer Satisfaction Measurement Survey results will be shared with customers, stakeholders, and the general public via a range of communications channels including:

- Train and bus cards
- Web site
- Print advertising
- E-mails to target audiences
- Community outreach activities

## How are we doing?

**M**etro We know the answer depends on your personal experience. Was your bus on time? Was your train crowded? Were your escalators working?

But our performance report tells the big picture. And it reflects the hard work performed by thousands of dedicated Metro employees who are — and will continue to be — committed to serving you and making your Metro experience a positive one.



FY 2006 METRO PERFORMANCE REPORT					
TRANSIT	TRANSIT	TRANSIT	TRANSIT	TRANSIT	TRANSIT
<b>METRO RAIL</b>					
Avg. Monthly Ridership					
% of Satisfied Customers					
Service Quality					
Safety and Security					
Customer Satisfaction					
<b>METRO BUS</b>					
Avg. Monthly Ridership					
% of Satisfied Customers					
Service Quality					
Safety and Security					
Customer Satisfaction					
<b>ELEVATORS/ESCALATORS</b>					
Avg. Monthly Ridership					
% of Satisfied Customers					
Service Quality					
Safety and Security					
Customer Satisfaction					
<b>METRO ACCESS</b>					
Avg. Monthly Ridership					
% of Satisfied Customers					
Service Quality					
Safety and Security					
Customer Satisfaction					

# FY 2006 METRO PERFORMANCE REPORT

	THIS YEAR'S GOAL	FIRST QUARTER (JUL-SEP)	SECOND QUARTER (OCT-DEC)	THIRD QUARTER (JAN-MAR)	FOURTH QUARTER (APR-JUN)
<b>METRO RAIL</b>					
Avg Weekday Ridership					
% of Satisfied Customers					
Service Quality On-time performance and passengers per car					
Safety and Security Crimes per million passengers and injuries per million passenger miles					
<b>METROBUS</b>					
Avg Weekday Ridership					
% of Satisfied Customers					
Service Quality Distance between breakdowns and accidents per 100,000 miles					
Safety and Security Crimes per million passengers and injuries per million passenger miles					
<b>ELEVATORS/ESCALATORS</b>					
% of Satisfied Customers					
Service Quality Distance between breakdowns and completed preventive maintenance					
Safety Injuries per million passengers					
<b>METROACCESS</b>					
Avg Weekday Ridership					
Customer Complaints Per 1,000 trips					
Service Quality On-time performance and compliance with drug and alcohol testing					
Safety Injuries per 100,000 trips					