Service Standards for Metrorail

Accessibility Advisory Committee
September 4, 2012

Riders’ Advisory Council
September 5, 2012
Purpose

• Seek comments and feedback to inform proposed rail service standards for Board adoption
Why Set Standards?

• Lets customers know what to expect on a typical day during rush periods

• Provides GM/CEO guidance on:
  - How to deploy service today
  - How to plan for future service

• Informs capital investment and operating resource needs

• Provides accountability to customers, funders

• Provides overall framework—similar to bus service standards—for making decisions

• Sets a foundation for upcoming strategic planning
Service Delivery Today

- **When?**
  - Hours of Service

- **How often?**
  - Train Frequency

- **How crowded?**
  - Passengers per Car
Today:  Hours of Service

**Open**
- 5 am Weekdays
- 7 am Weekends

**Closed**
- 12 am Sun-Thur
- 3 am Fri-Sat

**Why?** Historical practice, resources budgeted, need to maintain the system

Board Policy #1997-02:  When to open early or run late for special events
Today: Train Frequency

Combined Frequency During Weekday Rush Service (Time Between Trains)

- 2.5 - 3 minutes
- 4 – 6 minutes
- 6 – 12 minutes

Why?
system design, equipment, tunnel throughput

More frequent service = lower avg. wait times for customers
Today: Passengers per Car

- Standard for planning = 100 passengers per car (Range of 80 to 120)
  - All seats taken plus half that many standing
  - Actual experience varies: time of day, station entered, which rail car

Why?
Capacity, train frequency, cars available
• Metrorail compared to similar systems shows we all use similar standards:
  – Everyone uses passengers per car
  – Most use frequency of trains
  – Many use span (hours) of service
  – Some use fare recovery
  – All monitor “on-time performance” but everyone calculates it differently
    • Prevents benchmarking

• Key difference is whether the standard is formally adopted as policy or used informally

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<tr>
<th>Agency</th>
<th>Headways/Frequency</th>
<th>Span of Service</th>
<th>Passengers/Car (PPC)</th>
<th>Service Delivery</th>
<th>Fare Recovery</th>
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☑ = Formal adopted rail service criteria
☐ = Used in service planning, not formal
R = Reported, not used in service planning
Considerations for Setting Standards

• Physical capacity constraints
  – Equipment
  – System design capacity
  – Tunnel throughput

• Resource constraints
  – No further budget identified to improve core capacity, buy railcars

• Addition of new line
  – Silver Line operating plan under construction
Formalizing Rail Service Standards: Proposed for Board Policy Adoption

- **Hours of service**
  - Open: 5 am Weekdays, 7 am Weekends
  - Close: 12 am Sun-Thu, 3 am Fri-Sat

- **Rush service frequency**
  - 2.5 to 7 minutes is optimal
    - Arlington Cemetery is up to 14 minutes

- **Rush service passengers per car**
  - 100 is optimal (Range 80-120)