Metro Service Performance Monitoring Process

Service Planning Department August 2008



APPROACH

- Align with Metro's Goals and Objectives
 - Goal 1: Improve Transit Services
 - Goal 4: Provide Leadership for the Region's Mobility Agenda
- Make Performance Indicators More Transparent
- Greater Emphasis on Customer Experience





SEVEN SERVICE TYPES

Evaluate among peer services

- Heavy Rail
- Light Rail
- Metro Liner
- Metro Rapid
- Metro Express
- Local (Limited and Owl services included)
- Local Circulator



PROPOSED INDICATORS

AVAILABILITY

- Accessibility
- Connectivity
- Span of Service

QUALITY

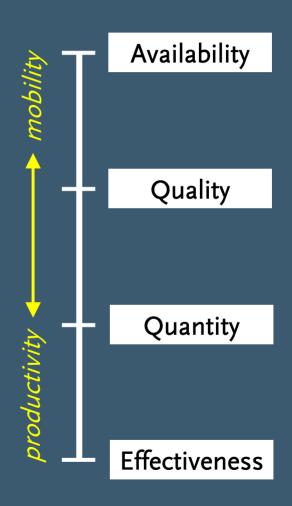
- On Time Performance
- Customer Complaints

QUANTITY

- Frequency
- Load Factor

EFFECTIVENESS

- Boardings per ServiceHour
- Cost per Passenger Mile





AVAILABILITY INDICATORS

Standards Set Systemwide

Accessibility

- Ensure that 95% of areas with >= 3 households and/or >= 4 jobs per acre are within $\frac{1}{4}$ mile of transit

Connectivity

Tier 1 lines shall provide a transfer opportunity to all intersecting Tier 1 lines

Span of Service

 Service provided at all times when minimum performance can be achieved for a majority of the performance indicators



AVAILABILITY INDICATORS

Owl Service

- Accessibility
 - "Grandfather" existing lines
 - New lines should be based on home-work demand
- Frequency
 - Standard 60 min policy headway
- Performance Measure(s)
 - TBD



QUALITY INDICATORS

Standards Set by Service Type

- On Time Performance
 - 1. Schedule Reliability (traditional method) All services
 - Standard 1 min early to 5 min late
 - 2. Headway Variability Service frequency at 12 min or better
 - Standard Coefficient of Variation <= 0.3
- Customer Complaints
 - Standard set at value equal to 85th percentile of service type average for FY 2008



QUANTITY INDICATORS

Standards Set by Service Type

Frequency

- Determined by demand with minimum headways set by policy
- Standard TBD

Load Factor

- Maximum load expressed as a ratio of passengers to seats
- Minimum load will be ½ the maximum
- Evaluated based on one-hour time periods at designated locations
- Standard 1.2 (Bus), TBD (Rail)



EFFECTIVENESS INDICATORS

Standards Set by Service Type

- Boardings per Service Hour
 - Standard set at value equal to 85th percentile of service type average for FY 2008
- Cost per Passenger Mile
 - Standard set at value equal to 85th percentile of service type average for FY 2008



NEXT STEPS

- Sector SDM Concurrence (July 8)
- COO/GM Concurrence (July 15)
- Service Development Team (August 12)
- Governance Council Endorsement (September)
- Present to Metro Board for Approval (October)
- Produce Quarterly Reports (Beginning for Q1 FY09)

