

# Metro Bus Service Performance Monitoring Process FY2009 Second Quarter Results

Operations Committee  
March 19, 2009



**Metro**

# PERFORMANCE MONITORING

- Provide a comprehensive set of measures to support decision making
- Systematic process for evaluating service from both the network and line perspective
- Balances customer's mobility needs with the need to be efficient
- Identifies specific line characteristics that need improvement

# NEW INDICATORS

## Availability

- Accessibility
- Connectivity

## Quality

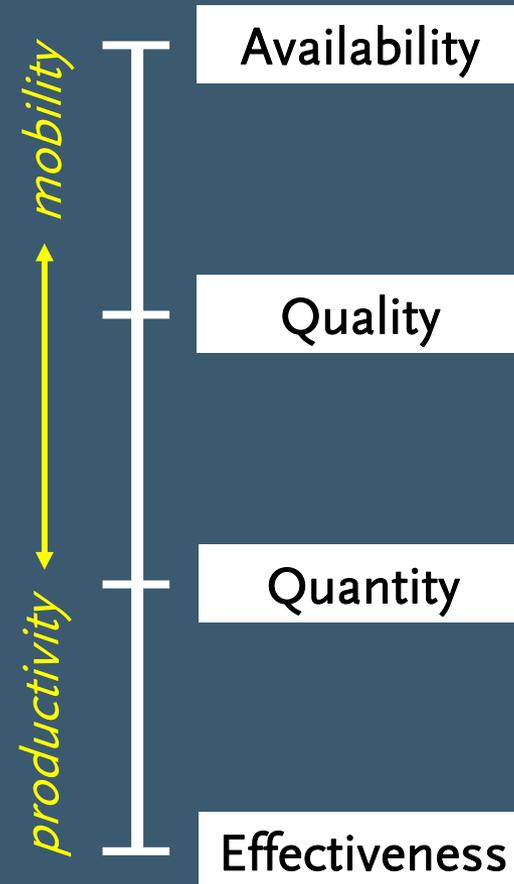
- In-Service On-Time Performance
- Headway Variability
- Customer Complaints

## Quantity

- Frequency
- Load Factor

## Effectiveness

- Boardings per Service Hour
- Cost per Passenger Mile
- Passenger Miles per Seat Mile
- Service Viability



# PERFORMANCE THRESHOLDS

Category	Threshold
Availability	<ul style="list-style-type: none"> <li>• Maintain service within 1/4 mile of all census tracts having at least 3 persons/acre and/or 4 jobs/acre</li> <li>• Maintain direct transfers between Rapid-to-Rapid and Tier 1 Local-to-Tier 1 Local services</li> </ul>
Quality	<ul style="list-style-type: none"> <li>• ISOTP of 60% or better within each time period</li> <li>• less than 30% chance of bus bunching on high frequency routes</li> <li>• Customer complaints better than bottom 15% by line type</li> </ul>
Quantity	<ul style="list-style-type: none"> <li>• Policy headway of 60 min (20 min for Rapids)</li> <li>• Max load of 120% seat capacity during any hour at peak load point</li> </ul>
Effectiveness	<ul style="list-style-type: none"> <li>• Psgr/Rev Hour, Cost/Psgr Mile, Psgr Mile/Seat Mile better than bottom 15% by line type and time period</li> <li>• For each time period, service is viable if at least 2 effectiveness indicators are achieved</li> </ul>

# PERFORMANCE SUMMARY

- Indicates lines below threshold for each performance criteria
- Evaluation of line by time period
  - Weekday
    - Early AM (4a-6a)
    - AM Peak (6a-9a)
    - Mid Day (9a-3p)
    - PM Peak (3p-7p)
    - Early Evening (7p-9p)
    - Late Evening (9p-12a)
    - Owl (12a-4a)
  - Saturday
  - Sunday

Summary Metro FY 2020 Second Quarter Results

Line	Performance Criteria							Threshold						
	On-Time	Capacity	Customer Satisfaction	Service Reliability	Cost per Mile	Energy Efficiency	Customer Satisfaction	Service Reliability	Cost per Mile	Energy Efficiency	Customer Satisfaction	Service Reliability	Cost per Mile	Energy Efficiency
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# QUALITY

- **Customer Complaints:**
  - Majority of high complaint lines operate with less frequent service
  - Predominantly operator and schedule related issues
  - Indicates that ISOTP is important, particularly on low frequency services

Summary Metro FY 2020 Second Quarter Results

Line	Customer Complaints										Customer Satisfaction									
	Operator	Schedule	Service	Other	Other	Other	Other	Other	Other	Other	Other	Other	Other							
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# EFFECTIVENESS

- No targeted trends
- Requires continued systematic optimization of lines through trip and segment thinning, route restructure, reallocation of unproductive services

Summary Metro FY 2010 Second Quarter Results

Line	Segment	Origin	Destination	Days	Hours	Trips	Passengers	Revenue	Cost	Profit
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