

# BUS ON-TIME PERFORMANCE IMPROVEMENT TASK FORCE

- Task Force formed in March 2006
- 18 members from all sectors & Operations Dept.
- Tasked with developing a plan to improve on street on-time performance unconstrained by cost
- Recommendations to be reviewed by Sector GMs
- Implementation plan to be developed

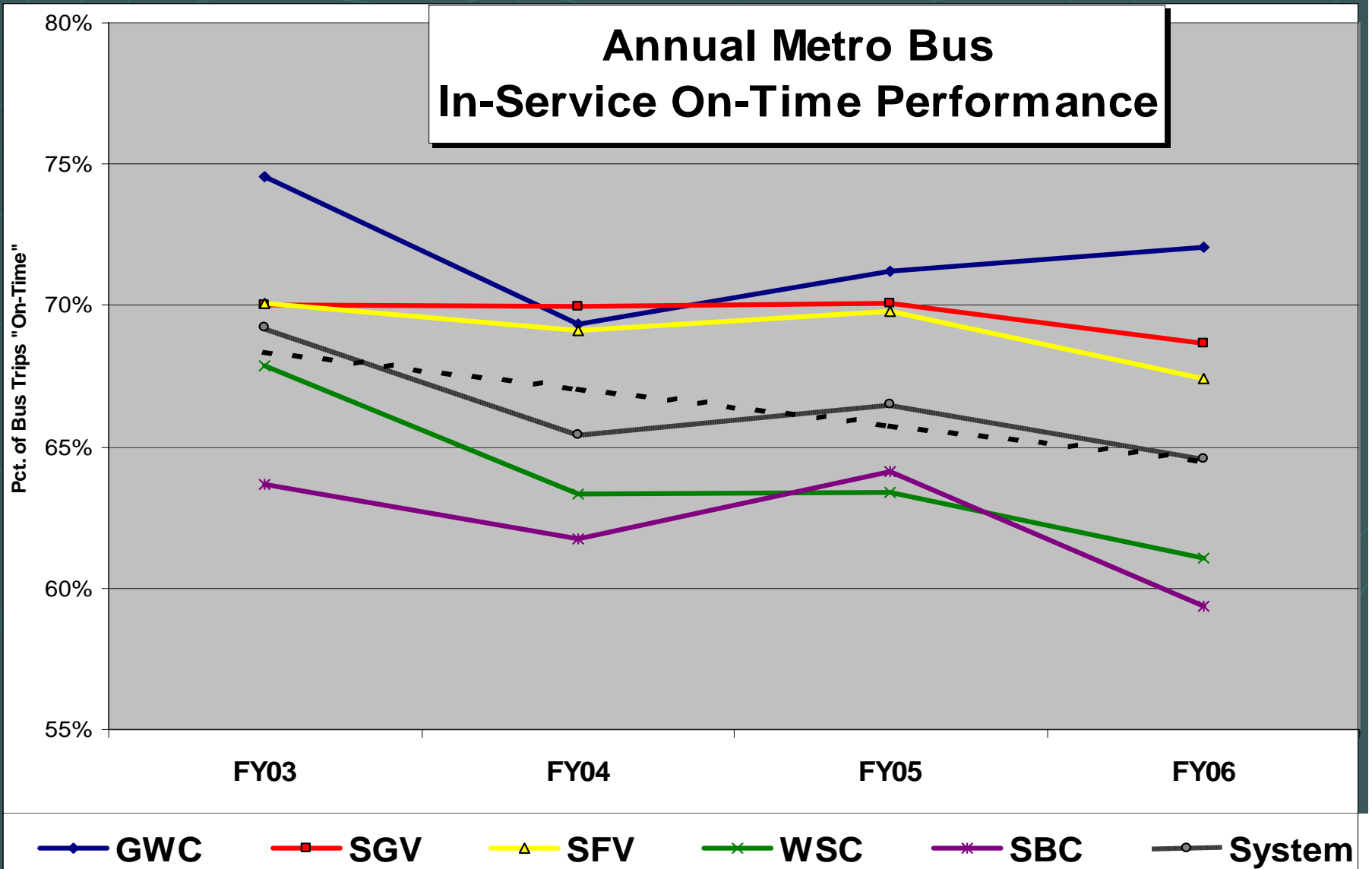
# What does "On-Time" Mean?

- To be "On-Time" a bus at a time-point must be:
  - No more than 5 minutes late or
  - No more than 1 minute ahead of schedule
- Very similar to other transit operator standards
- Will Consider a "Headway Regularity" standard on lines operating 10 min. or better service levels & Rapid Lines

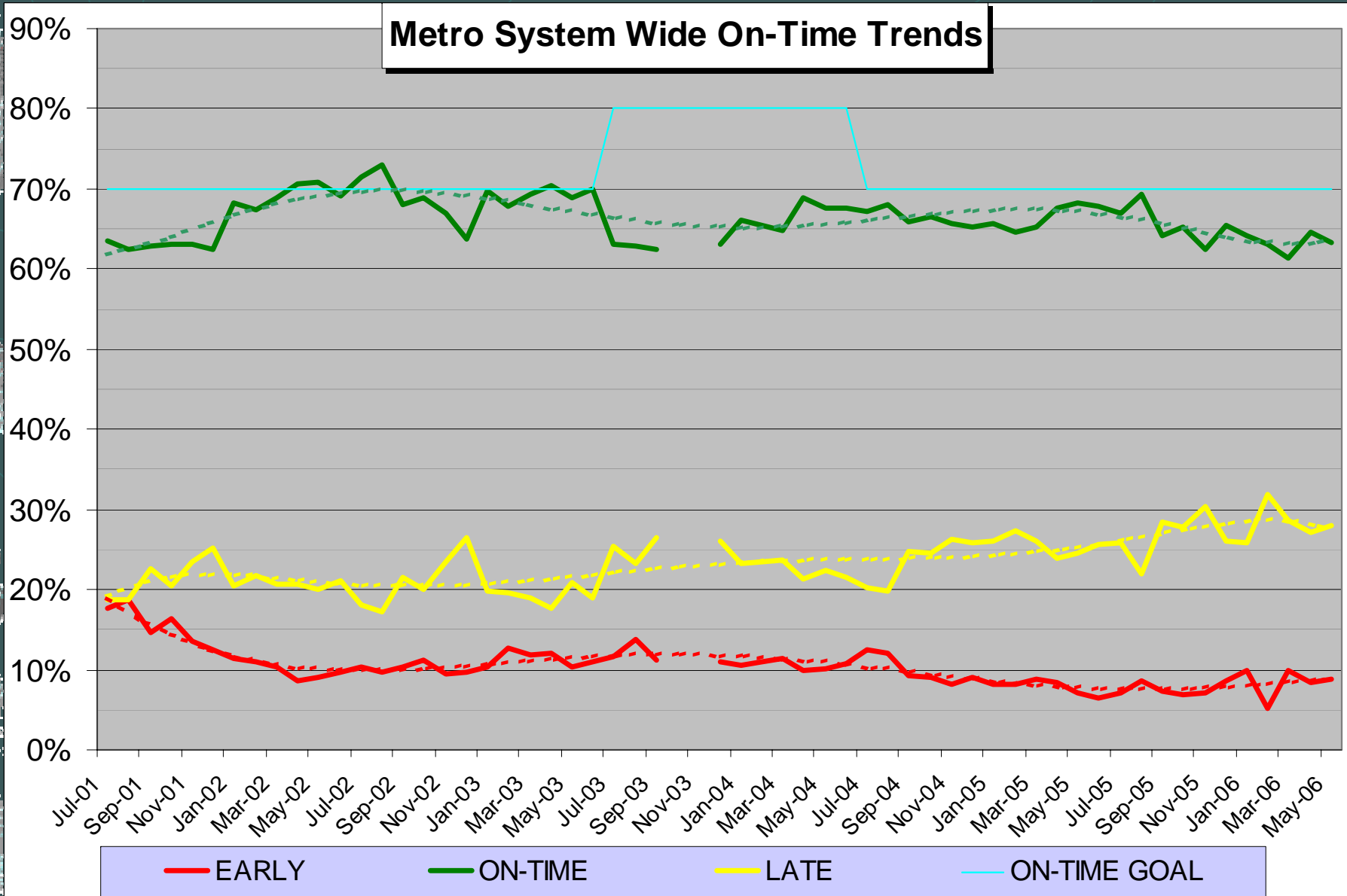
# How is it Measured?

- Presently Metro uses street corner “Point Checks”
- 46 Schedule Checkers Monitor Heavy Lines at “peak-load” locations
- This is a requirement of the Consent Decree
- Effective November 2006 Metro will switch to an automated process using GPS

# Metro On-Time Performance Trends

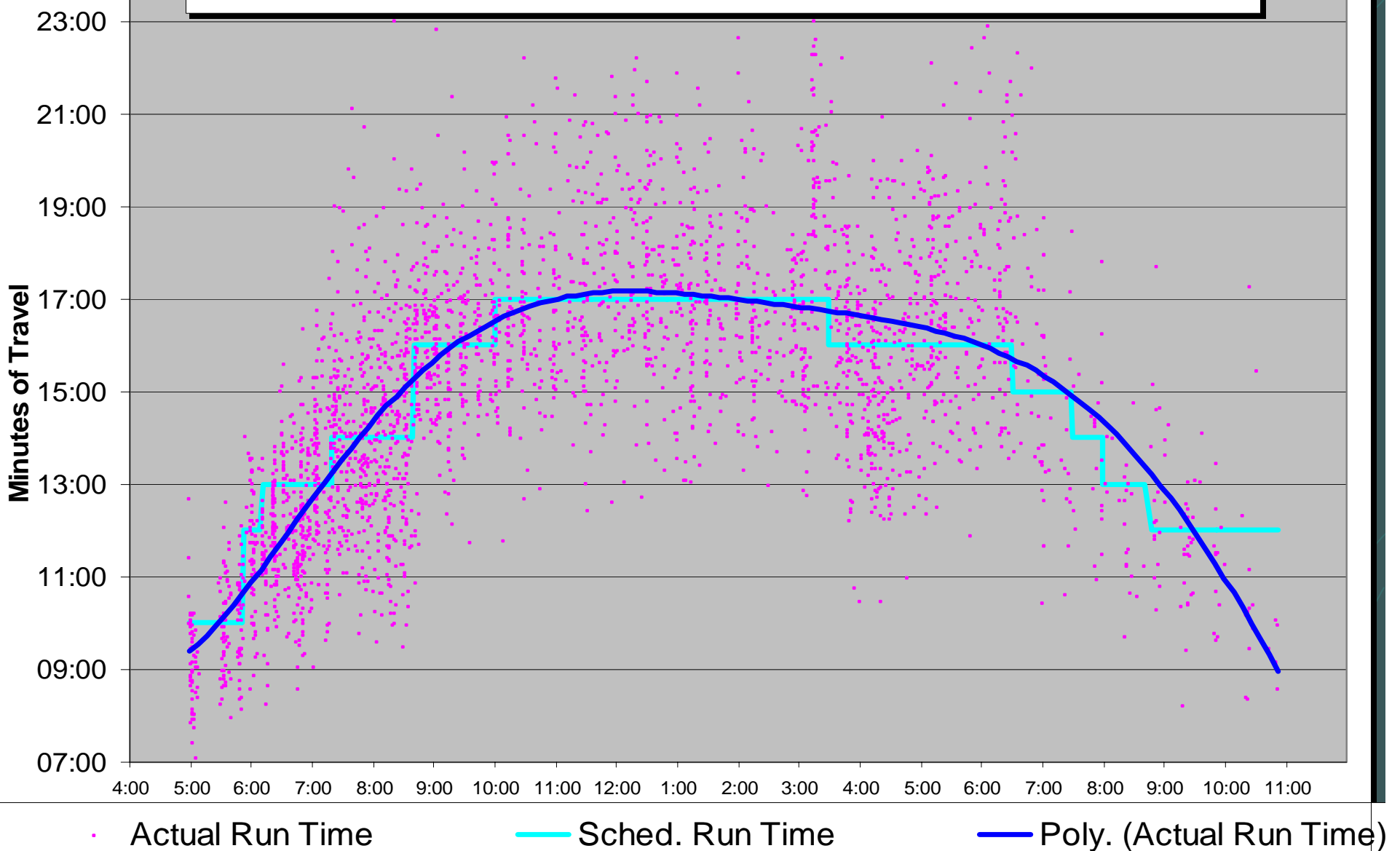


# Percentage of Trips System Wide "On-Time" - "Early" - "Late"



# Scheduled vs. Actual Running Time (GPS)

Line 260 Weekday Northbound on Atlantic from Whittier to Garvey



# *IS IT HOPELESS?*

- **No, but it will be difficult, lengthy & Costly**
- The OTP Task-Force developed recommendations to:
  1. Improve Bus Schedules
  2. Enhance Service Reliability
  3. Increase Service Monitoring & Management
  4. Develop Increased Data Reliability & Usability

# 1. Improve Bus Schedules

- Receive updated ATMS data every 4 months
- Establish improved communications between Schedule Makers and Bus Operators & VO
- Stops & Zones to “geo-code” all bus stops
- Increase layover and/or running time
- Create headway based schedules for heavy local lines



## 2. Enhance Service Reliability

- Hire more Bus Operators
- Establish AM & PM Yard Div. Supervisors
- Call in late or cancelled trips within 15 min.
- Establish "Best Practices" Div. Maintenance Committee
- Bus Operators with 3 or more schedule related violations to have performance review
- Hire more Div. Mechanics

### 3. Increase Service Monitoring & Management

- Create uniform procedures and training for VO Super. in the use of ATMS
- Increase the number of field Supervisors
- Create a Service Quality VO shift in each sector
- Adjust VO shifts to provide more owl coverage
- Install ATMS monitoring terminal at each Sector VO office
- ~~Shift Sector VO boundaries to increase monitoring in downtown LA~~
- ~~Assign Bus Operations Control "Fleet Staff" to each Sector~~

## 4. Develop Increased Data Reliability & Usability

- Create data pool using ATMS data & standard reports to identify lines, time points, operators etc. with on-time performance problems
- Develop programs to monitor & report on headway based schedule compliance
- Include significant temporary schedules "pink letters" into ATMS
- ATMS to provide updated running time and passenger loading data to Sector Scheduling groups every 4 months

# Next Steps

- Several recommended actions are already being implemented
- Sector General Managers to review items with budget impact and provide guidance
- An Action/Implementation plan to be developed for approved items in Task-Force Recommendation list
- Impact of "Work Rule #9" should have beneficial impact on On-Time Performance, but at a cost to be determined

# BUS ON-TIME PERFORMANCE IMPROVEMENT TASK FORCE

- GPS Based reporting will begin system wide by November 2006
- All time points to be included on all lines
- OTP is expected (guessed) to be about the same as with Point-Checks on heavy lines at peak load points
- Goal is to improve On-Time Performance to 75% by end of FY 07