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**OPERATIONS COMMITTEE
OCTOBER 16, 2008**

SUBJECT: SERVICE PERFORMANCE MONITORING PROCESS

ACTION: RECEIVE AND FILE

RECOMMENDATION

Receive and file this update on our service performance monitoring process.

ISSUE

Operations uses a variety of performance indicators to evaluate its service delivery, including a Route Performance Index (RPI) used to flag under-performing service. Staff is currently developing a new performance monitoring process that is more comprehensive and focuses more on the region's mobility and our customers' experience.

DISCUSSION

Various performance indicators are used in evaluating our services on a service type and line-by-line level. Among these is the RPI, which is the formal performance indicator used to flag under-performing lines in the service change process and the Transit Service Policy (TSP).

The RPI, however, is resource-based and does not reflect regional mobility and customer experience concerns. Therefore, staff has taken a fresh look at the service performance monitoring process and is developing a new process that includes utilization of resources, the region's mobility, and the customer's experience. Following is an overview of the new process.

The new process identifies four core values with nine performance indicators to measure our success in providing transit service. These core values are: Availability, Quality, Quantity, and Effectiveness.

Availability

The extent that transit service is available measures our success in improving the region's mobility. Three performance indicators measure this: Accessibility, Connectivity, and Span-

of-Service. The accessibility indicator ensures that 95% of census tracts with three or more households and/or four or more jobs per acre are within a quarter-mile of transit. The connectivity indicator ensures that all Tier One lines shall provide a transfer opportunity to all intersecting Tier One lines. The span-of-service indicator ensures that service will be provided to our customers when warranted by demand for any particular time during the day.

Quality

Quality is important in retaining our existing customers, and attracting new ones. Two performance indicators measure this: On-Time Performance and Customer Complaints. On-Time Performance will continue to use the current standard of one-minute early and five-minutes late, but will also introduce a new methodology that measures bus headway variability for our high-frequency lines with the goal of improving bus headway consistency for our customers. The Customer Complaint indicator will flag those lines that have a greater rate of complaints than other lines in their service type.

Quantity

Quantity is also important in retaining our existing customers and attracting new ones. Two performance indicators measure this: Frequency and Load Factor. Frequency ensures that level of service is set to meet the passenger demand in a corridor. Load Factor ensures that our customers have a comfortable experience during their trip.

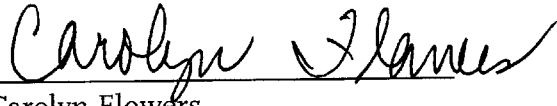
Effectiveness

Effectiveness ensures that we provide service in the most cost-effective manner using scarce resources. Two performance indicators measure this: Boardings per Service Area and Cost per Passenger Mile. Boardings per Service Area, or productivity, flags those lines that are not attracting an acceptable level of passengers, given the amount of service provided, for that line's service type. Cost per Passenger Mile flags those lines that are under-performing in this category for that line's service type.

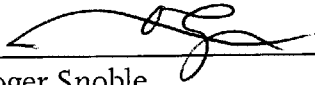
NEXT STEPS

The proposed Service Performance Monitoring Process has been presented to the Service Sector Governance Councils, as well as the Annual Governance Council Meet and Confer. Overall feedback on the new performance measures has been positive. Staff will continue developing this new process with stakeholders and the Sector Governance Councils prior to presenting it for Board approval as part of the Transit Service Policy.

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