Westside/Central Sector On-Time Performance Action Plan
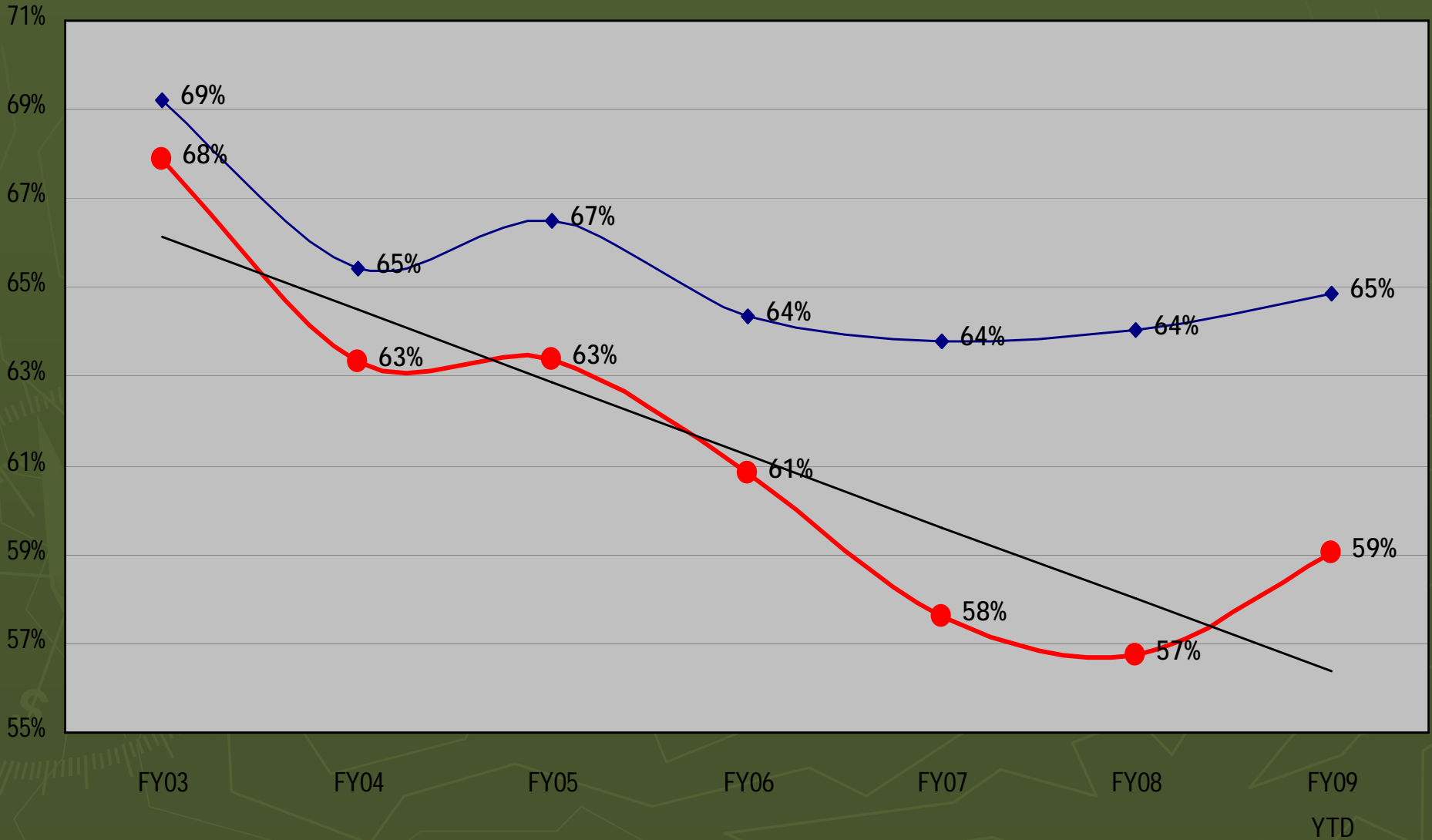
March 11, 2009

What is On-Time Performance?

The percentage of scheduled bus trips that depart from time points no earlier than 1 minute and no later than 5 minutes from the scheduled departure.

How are we performing? Poorly

In-Service On-Time Performance

Legend: SYSTEMWIDE — WSC — WSC Trend

	FY03	FY04	FY05	FY06	FY07	FY08	FY09 YTD
SYSTEMWIDE	69%	65%	67%	64%	64%	64%	65%
WSC	68%	63%	63%	61%	58%	57%	59%

Objectives / Goals

- Identify problems and opportunities
- Identify specific issues that contribute to operators running early (low hanging fruit)
- Develop a well-rounded, multi-departmental approach
- Improve the sector's on-time performance
- Achieve secondary benefits

The Plan

- In-Service On-Time Performance (ISOTP) Task Force

- "Lunch on Mark" Incentive Program

- Division Monitoring and Follow-up

- Increased Discipline/Counseling of Operators

- More Useful Reports/Better Use of Data

- Increased/More Effective Field Supervision

ISOTP Task Force

- Multi-departmental group meets biweekly to address concerns and issues specifically related to ISOTP

- Identified operators who consistently run early

- Met with union leaders to get buy in and agreement about posting ISOTP operator results

"Lunch on Mark"

- An incentive program that rewards operators with an on-time percentage greater than or equal to 75% each month

- Pilot program at Division 6 resulted in 54 $10 Subway gift cards awarded between August 2008 and November 2008

- Program expanded sector-wide beginning February 2009

- Results posted for all operators to see

"Lunch on Mark"

Improve your on-time performance & lunch is on Mark!

Receive a $10 Subway gift card every month you reach a 75.00% or better average in service on-time performance (ISOTP) on Lines 20, 33/333, 30/31 and 534.

Starting with the month of March, operators who reach an average 75.00% ISOTP or better will receive a $10 Subway Gift card.

In order to qualify, you must have at least 100 on-time departure recordings from terminals, timepoints, & the division yard. You must log an average of 75% ISOTP or better. Remember, you must be logged onto ATMS in order for the ISOTP data to be recorded by the system. If you cannot log on to ATMS, contact BOC to be logged on remotely.

What's your average ISOTP?
Check December 2008 ISOTP perline Data to see where you rate.

EAT FRESH!

Mark Maloney, Westside/Central Sector General Manager

Division Monitoring & Follow-up

- Solicit input from bus operators
- Counsel poor performing operators; communicate a zero tolerance policy for running early
- Improve communications between maintenance and transportation functions
- Increase division staff monitoring of daily pullout
- Verify that divisions are disciplining operators

More Useful Reports/Better Use of Data

- Top 20 – identifies operators with poorest performance in terms of running early
  - Used by field supervisors to monitor bus operators
- ISOTP by line, direction and day
  - Pinpoints hot spots in the sector
- ISOTP by operator & line assignment
  - Reports operator performance on particular lines

Field Supervision

- Vehicle Operations (VO) staff manages service on the street; one additional position approved in FY09
- Westside/Central VO employs 24 Supervisors to cover the following shifts:
  - Five a.m. Supervisors
  - Five p.m. Supervisors
  - Four Service Enhancement Supervisors
  - Four Relief Supervisors (to cover for vacation, illness, training, etc.)
  - Two Owl Supervisors (county wide supervision between 10 p.m. and 4 a.m.)
- VO Supervisors assigned to a district (geographic region) to monitor service; Service Enhancement supervisors assigned to monitor a specific line, location, or operator
- Work in concert with Bus Operations Control (BOC) to help keep people moving by handling various calls

WSC VO Districts

VO Responsibilities

- Accident investigation
- Detour planning/investigation/management
- Bus mechanical problems
- On-time performance monitoring
- Rule violation documentation
- Customer complaint investigation
- Response to sick operators, on-board assaults, wheelchair pass-ups and other issues