

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**



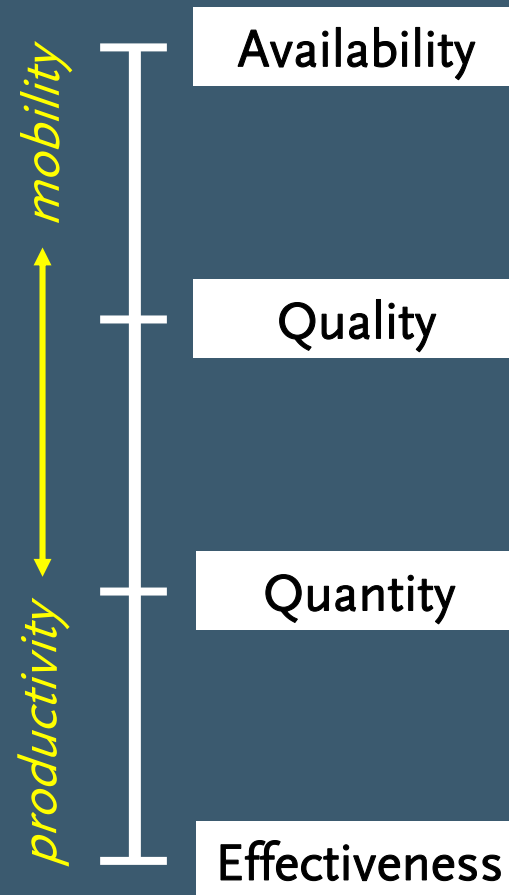
SEVEN SERVICE TYPES

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 Service Hour
 - 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 $\frac{1}{2}$ 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)