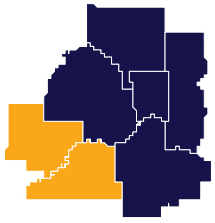
METRO TRANSIT: REGULAR ROUTE BUS



Contact Brian Lamb
Title General manager
Street 560 Sixth Avenue North
City State Zip Minneapolis MN 55411
Telephone 612.373.3333
E-mail brian.lamb@metrotransit.org
Website metrotransit.org

2012 highlights

- Purchased two next-generation hybrid-electric buses
- 33 new hybrid-electric buses began service in St. Paul and communities in the east metro
- Achieved highest maintenance reliability in service history: 7,456 miles between road calls
- Opened 180-space park & ride lot in Little Canada with express service to Minneapolis and St. Paul

System snapshot

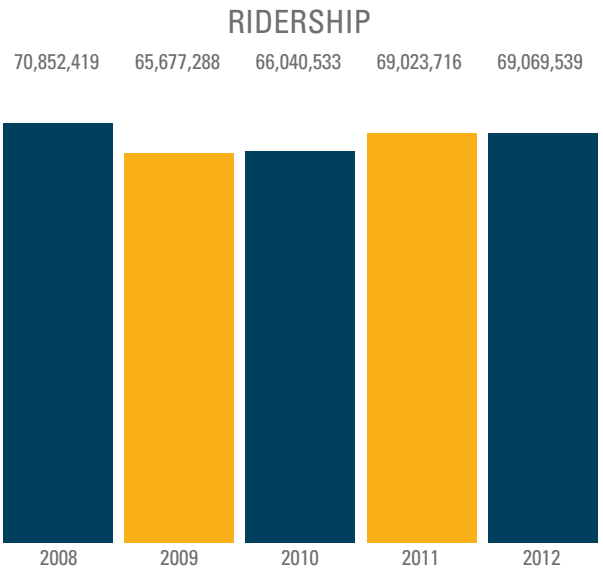
Legal Name	Metro Tranist
Governance	Regional
Area Served	Anoka, Dakota, Hennepin, Ramsey, Washington counties
Legislative District	Metro
Congressional District	2, 3, 4, 5, 6

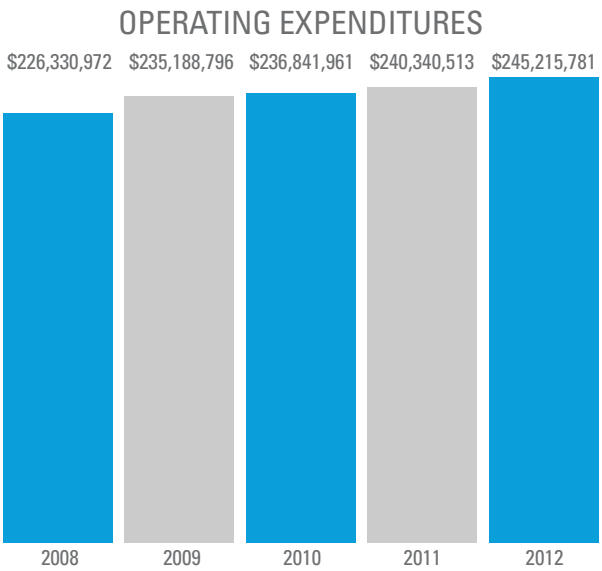
System characteristics

Vehicle fleet	740 buses, 166 articulated buses, 26 motor coaches
Service type	Fixed route

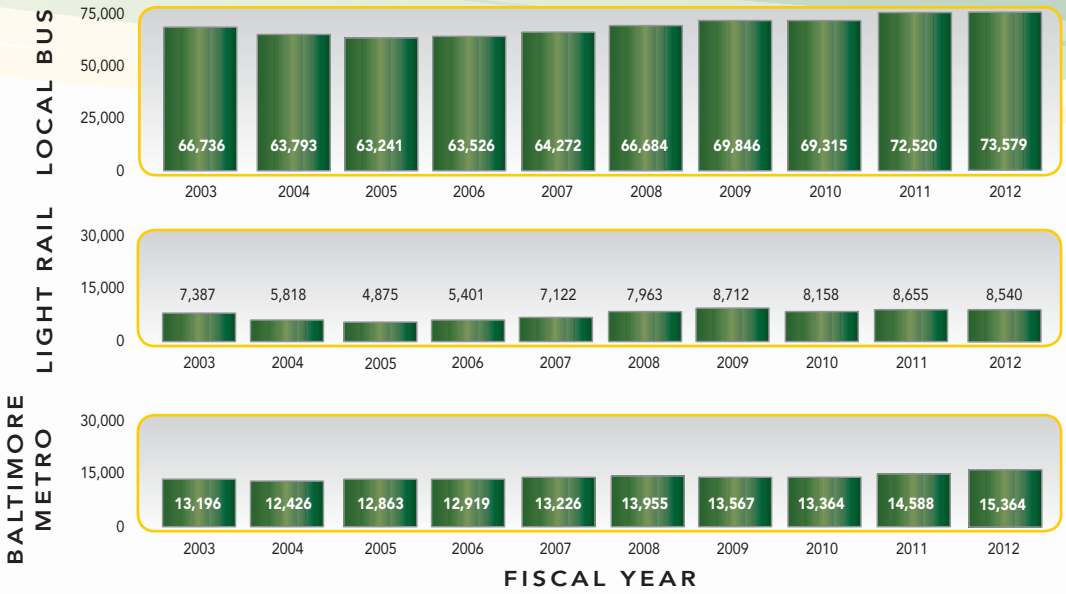
Hours of Operation	
Monday - Friday	12:00 am - 11:59 pm
Saturday	12:00 am - 11:59 pm
Sunday	12:00 am - 11:59 pm
Base fare	$1.75 - $3.00

System performance

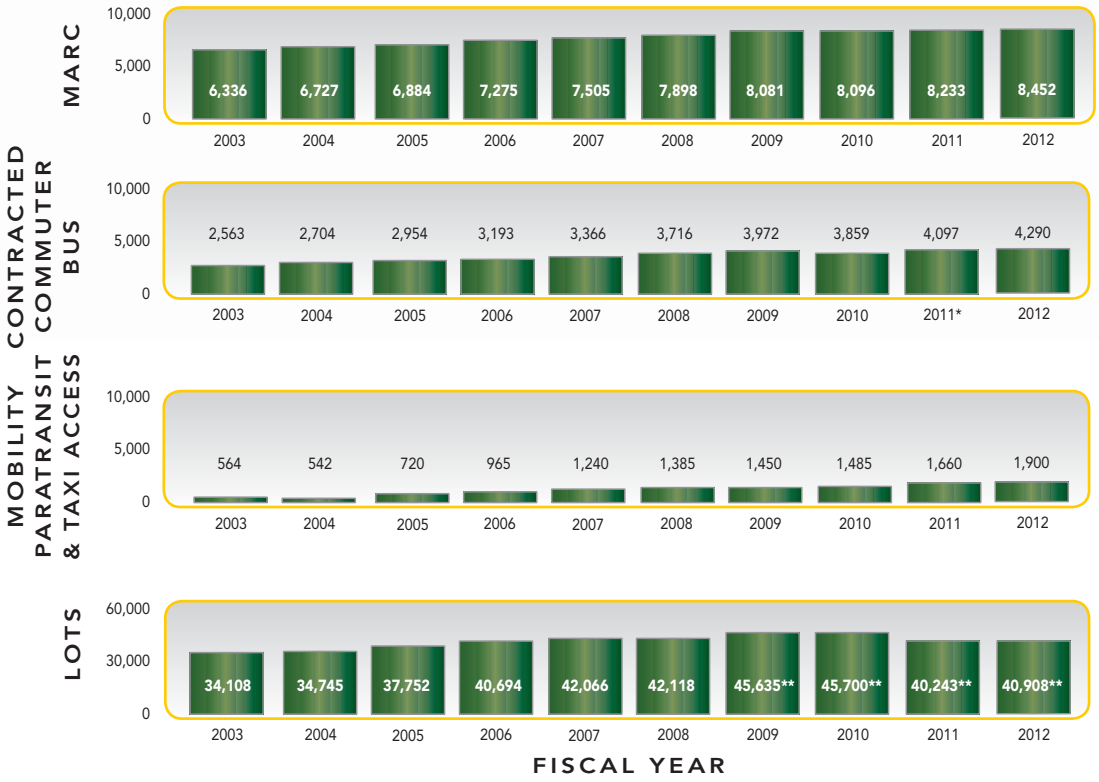




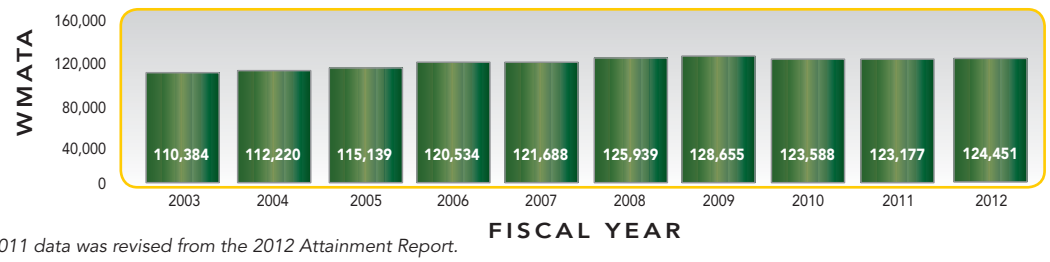
Transit Ridership–MTA Direct-Operated Services (*Thousands*)



Transit Ridership–Contracted Services and LOTS (*Thousands*)



WMATA–Maryland-Only Transit Ridership*** (*Rail, Bus, MetroAccess*) (*Thousands*)



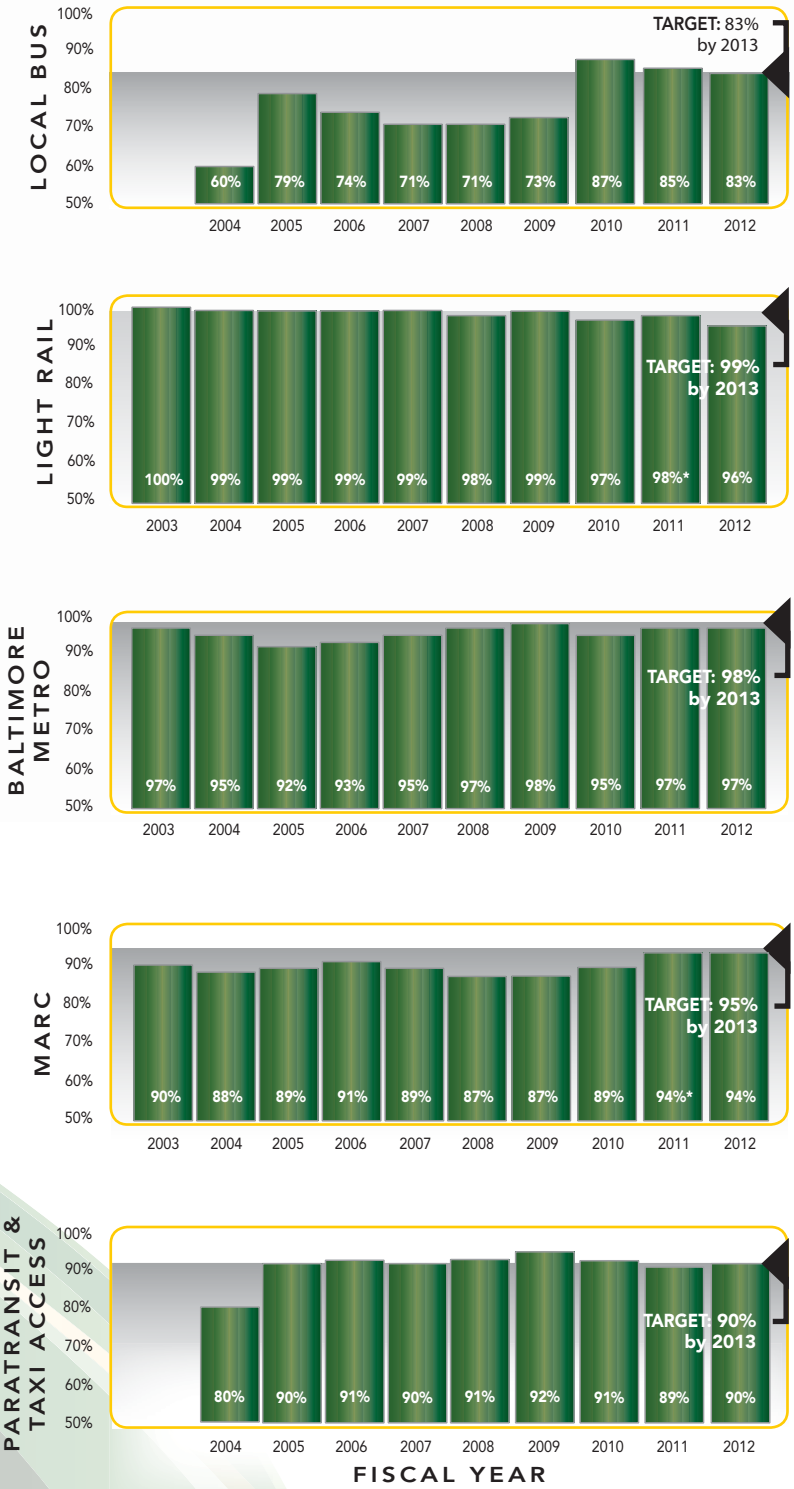
* *2011 data was revised from the 2012 Attainment Report.*

** *Data is estimated.*

*** *Maryland-only WMATA Ridership is an estimate: Maryland Metrorail ridership is calculated based on the 2007 rail passenger survey; Maryland Metrobus ridership is derived from ridership counts by line as of September, 2011; and Maryland MetroAccess ridership is from fiscal year 2011 actual ridership counts.*

MTA: Percent of Service Provided On Time

On time performance is an important indicator of service quality and efficiency, and correlates highly with system usage and customer satisfaction.



* *2011 data for Light Rail and MARC was revised from the 2012 Attainment Report.*

Why Did Performance Change?

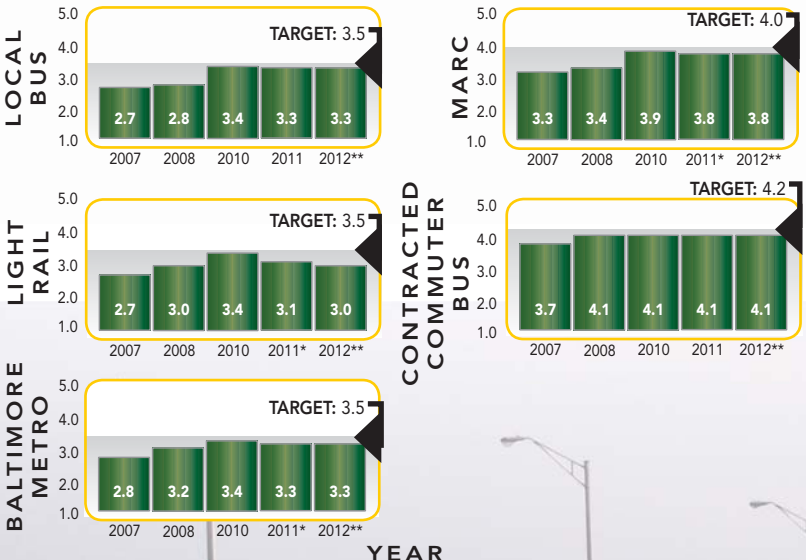
- All MTA modes (except Local Bus and Light Rail) either improved or maintained on time performance (OTP) within 0.5% of FY2011 values
- Invested in Local Bus AVL system to obtain a more accurate picture of Local Bus performance, allowing for better decision making and service monitoring
- Mobility Paratransit OTP increased by 1% due to ongoing efforts to improve service efficiency and effectiveness while still meeting a rapidly increasing service demand
- Light Rail experienced several challenges including service interruption from severe storms and major construction projects

What Are Future Performance Strategies?

- Use better data systems to find and troubleshoot performance issues to enable the MTA to target and resolve OTP issues for the Local Bus system
- Enhance the use of AVL and Automatic Passenger Counter (APC) technologies to improve OTP through better schedule design and better operational supervision
- Continue to schedule major track maintenance activities during periods of low ridership, minimizing the effect of this work on riders
- Address absenteeism and operator unavailability issues to improve OTP as well as service efficiency
- Continue aggressive monitoring of MARC-contracted operations and pursue infrastructure and schedule improvements that will benefit MARC riders
- MTA has programmed $113 million in funding from joint capital improvement agreements between MTA, Amtrak and CSX in the FY2013–FY2018 Consolidated Transportation Plan (CTP) to upgrade signal systems and passenger amenities on the MARC Camden, Brunswick and Penn lines
- MTA is overhauling its Light Rail cars to improve fleet reliability and service efficiency (the FY2013–FY2018 CTP includes $187.9 million to perform a mid-life overhaul of the Light Rail fleet)

MTA: Customer Perceptions of Safety on the MTA System

A positive perception of personal safety is correlated with higher ridership and stronger commitment to transit as a mode of travel.



(1=Poor and 5=Excellent)

2009 survey not administered.

**2011 data was revised from the 2012 Attainment Report.*

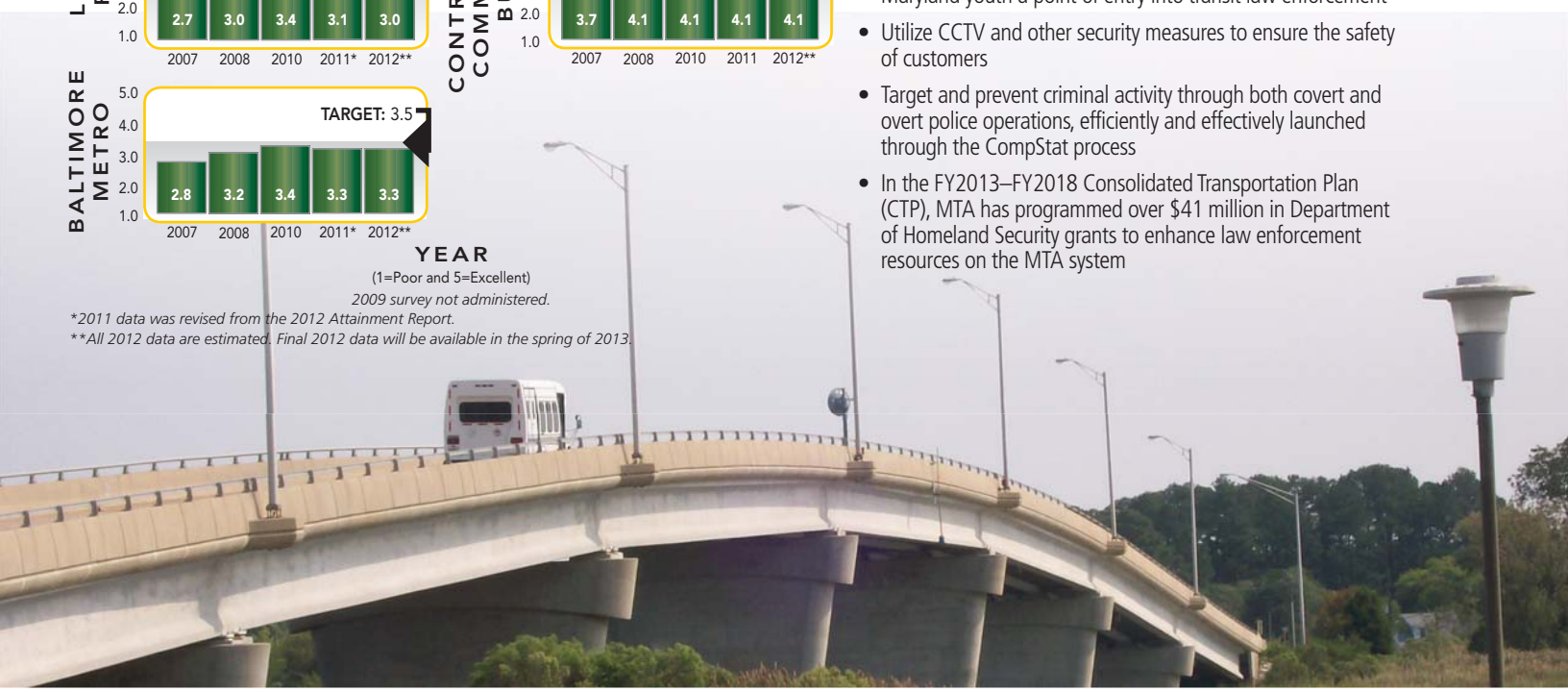
***All 2012 data are estimated. Final 2012 data will be available in the spring of 2013.*

Why Did Performance Change?

- As MTA's crime rate continues to fall, customers continue to feel safe
- Utilized the Police Cadet program to improve the visibility of MTA's Police Forces
- Used Closed Circuit TV (CCTV) and other security measures to ensure the safety of customers at Baltimore Metro stations and on the bus fleet
- Continued safety and security programs, such as the Zone Enforced Uniform Sweeps (ZEUS) and CompStat

What Are Future Performance Strategies?

- Continue to utilize the Police Cadet program to improve the visibility of MTA's Police Forces, make traveling safer and give Maryland youth a point of entry into transit law enforcement
- Utilize CCTV and other security measures to ensure the safety of customers
- Target and prevent criminal activity through both covert and overt police operations, efficiently and effectively launched through the CompStat process
- In the FY2013–FY2018 Consolidated Transportation Plan (CTP), MTA has programmed over $41 million in Department of Homeland Security grants to enhance law enforcement resources on the MTA system



MTA: Preventable Accidents Per 100,000 Vehicle Miles

MTA has developed a baseline from which to reduce preventable accidents, increase efficiency and provide a safer ride to customers.

CALENDAR YEAR	2007	2008	2009	2010	2011	2012*	TARGET
	Accident Rate						
Local Bus	2.50	2.50	2.93	2.86	3.10	2.12	2.0 by CY2013
Light Rail	n/a	n/a	0.06	0.31	0.16	0.19	0.15 by CY2013
Baltimore Metro	n/a	n/a	0.20	0.17	0.05	0.03	0.03 by CY2013
Paratransit/ Taxi Access	n/a	n/a	1.14	0.00	2.31	2.07	2.0 by CY2013

(Baseline year = 2008)

** 2012 data are estimated and will be finalized in next year's Report.*

Why Did Performance Change?

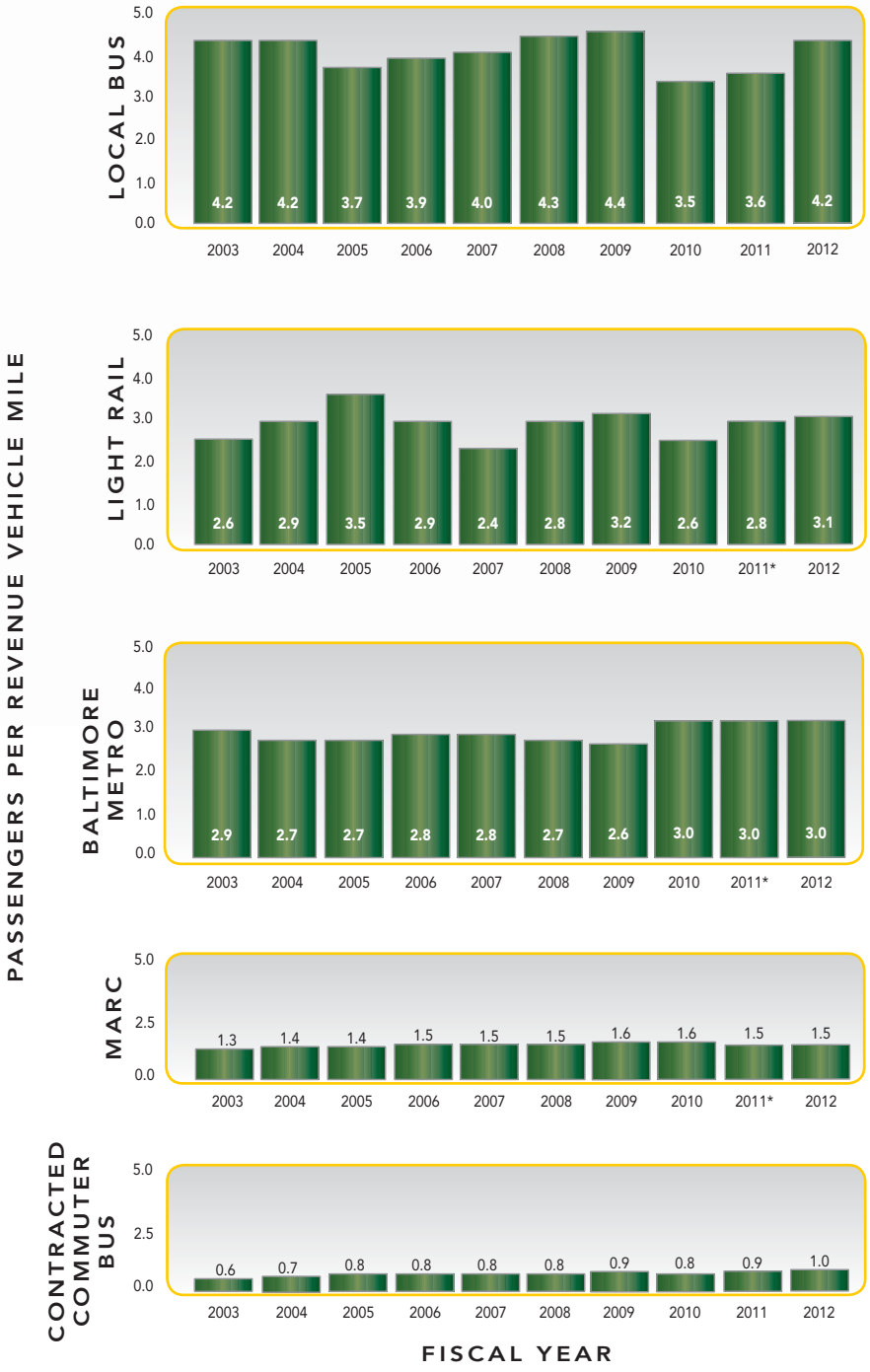
- All MTA modes except Light Rail have experienced a decrease in preventable accident rates (based on estimated 2012 data)
- Significant decreases in the Local Bus accident rate are due to ongoing efforts to increase operator accountability through re-training and corrective action
- Paratransit accidents are slightly higher over the past four years due to a change in how accidents are captured (including accidents from contracted service providers)

What Are Future Performance Strategies?

- Continue accountability efforts to ensure that operators with multiple preventable accidents receive appropriate re-training and corrective action
- Utilize efficient and effective training methodologies, including the bus simulator, operator re-certification programs, and safe operation awards, to give operators the skills they need to perform their duties safely
- Review accidents with the aid of geographic information systems (GIS) to determine patterns (i.e. operators, times of day, locations) and develop corrective action to further reduce accident risks

MTA: Passengers Per Revenue Vehicle Mile

Passengers per revenue vehicle mile, or service productivity, is a function of the frequency of service and total ridership, which are typically related. Growth in service productivity may be restricted on certain modes by existing and planned service levels and capacity. Revenue vehicle miles are the miles traveled by transit vehicles while carrying paying passengers. Miles traveled to the first pick-up point, for example, are not considered to be in revenue service.



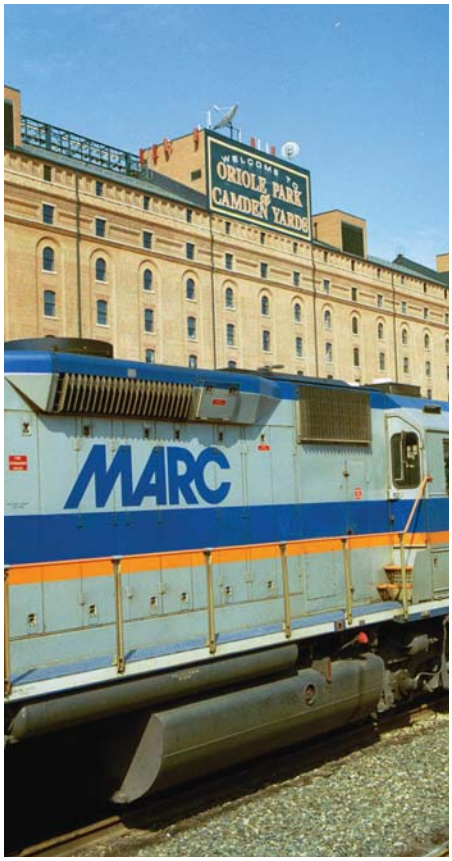
**2011 data points were revised from the 2012 Attainment Report for Light Rail, Baltimore Metro and MARC.*

Why Did Performance Change?

- More passengers are utilizing available transit services as ridership continues to increase, thereby increasing the number of riders served for every mile of bus service
- Modified scheduled transit service to increase capacity in high-demand areas
- Purchased higher-capacity vehicles, including articulated buses and bi-level MARC cars
- Continued efforts of the Bus Service Allocation Taskforce to determine patterns in Local Bus ridership and re-allocated or increased service to meet those demands
- Passengers per mile has increased on Local Bus by 17% in FY2012 and ridership growth on Commuter Bus made significant progress with close to 200,000 additional passenger trips

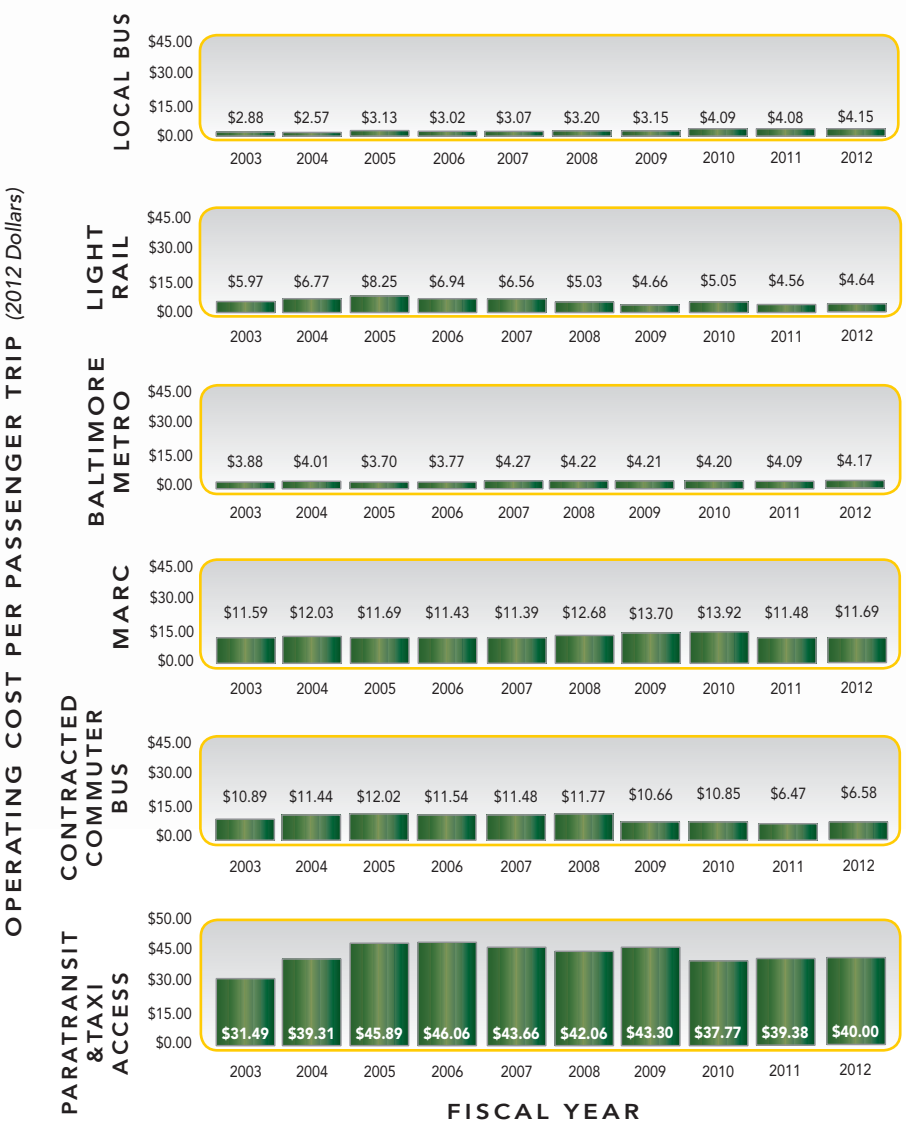
What Are Future Performance Strategies?

- Continue to modify scheduled transit service to increase capacity in high-demand areas
- Continue purchases of higher-capacity vehicles, including articulated buses and bi-level MARC cars
- Continue efforts of the Bus Service Allocation Taskforce to determine patterns in Local Bus ridership and re-allocate or increase service to meet those demands
- Expand capacity on the MARC system through the procurement of new rail cars ($153 million programmed in FY2013–FY2018 CTP to procure new rail cars and rehab existing rail cars)



MTA: Operating Cost Per Passenger Trip

Together, the operating cost per passenger trip and operating cost per revenue vehicle mile are key industry performance measures and show MTA's ability to effectively and efficiently provide service to passengers on various modes of travel.



TARGET: Cost per passenger trip for Local Bus, Baltimore Metro and Light Rail to increase at a rate no higher than the Consumer Price Index (CPI)*

** The CPI provides information about price changes in the national economy.*

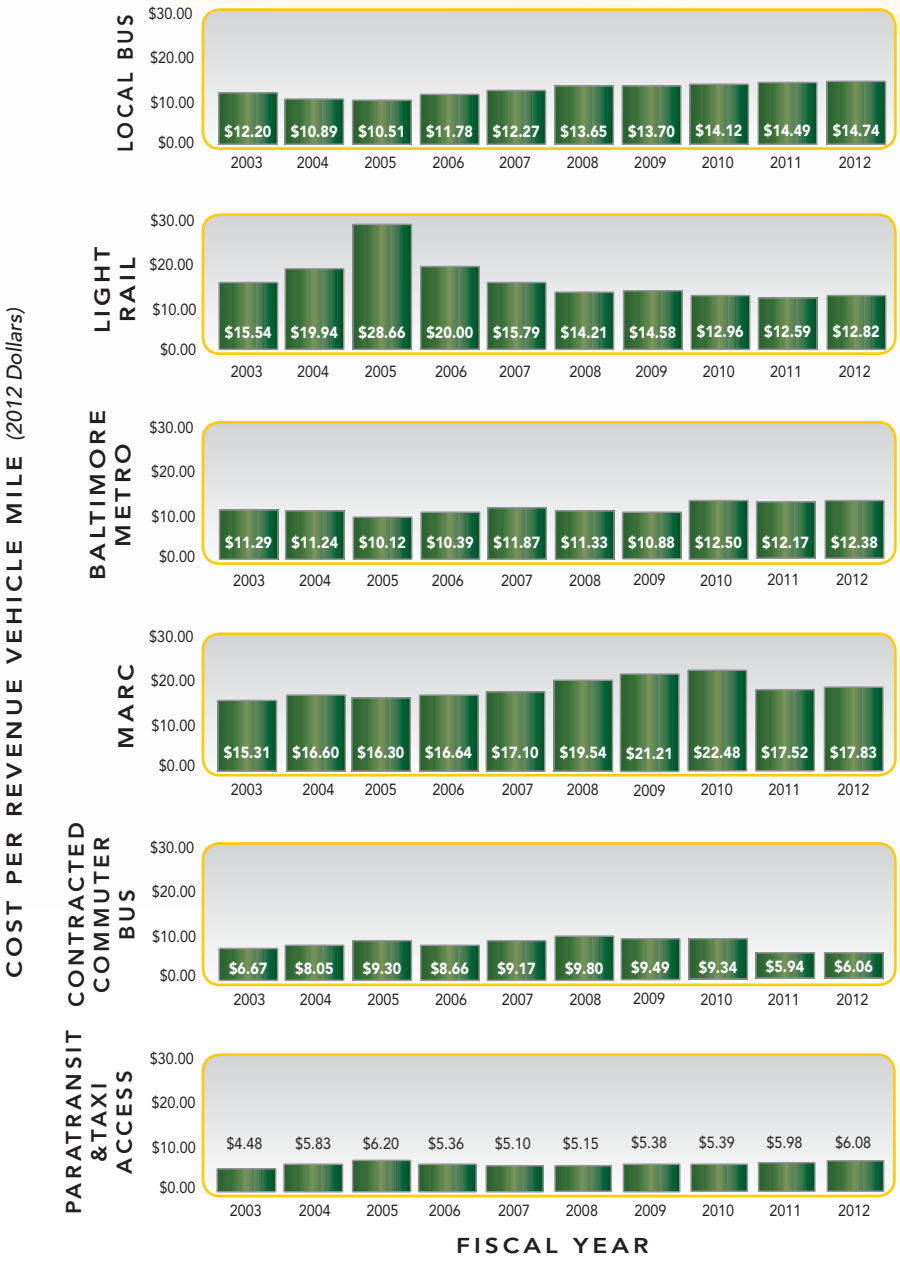
Why Did Performance Change?

- Cost per trip increased by 1.8% (or $0.10 per trip) due to rising fuel costs, contract increases, general inflation and labor agreements
- Local Bus continues to be MTA's most efficient way to move passengers, with cost growth well in line or below historical trends
- Light Rail's cost per trip this year was higher than last, the costs are still well within or below historical trends
- Controlled system costs while maintaining high levels of service quality
- Aggressively managed and audited of contracted service providers to ensure 100% accuracy in invoices and claims
- MARC and Commuter Bus cost per trip increased this year, but increasing ridership and better contractual management have minimized cost growth, which stayed below historical levels

What Are Future Performance Strategies?

- Continue efforts to control system costs while maintaining high levels of service quality
- Continue aggressive management and auditing of contracted service providers to ensure 100% accuracy in invoices and claims
- Provide maximum transit capacity possible in areas with the highest demand potential to provide increased passenger trips without major system expansions

MTA: Operating Cost Per Revenue Vehicle Mile



TARGET: Cost per revenue vehicle mile for Local Bus, Baltimore Metro and Light Rail to increase at a rate no higher than the Consumer Price Index (CPI)*

** The CPI provides information about price changes in the national economy.*

Why Did Performance Change?

- Cost per mile increased by 1.8% (about $0.21) compared to FY2011
- Operating cost increases were mainly driven by fuel, contract increases, general inflation and labor agreements
- This rate of growth matches historical trends

What Are Future Performance Strategies?

- Continue efforts to control system costs while maintaining high levels of service quality
- Continue aggressive management and auditing of contracted service providers to ensure 100% accuracy in invoices and claims
- Provide maximum transit capacity possible in areas of highest demand potential in order to provide increased passenger trips without major system expansions