

# On-Time Performance (OTP)

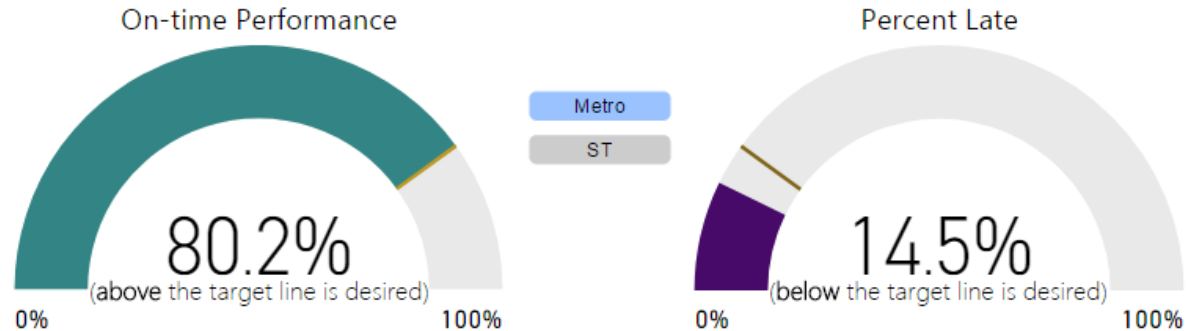
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Regional Transit Committee

June 21, 2017

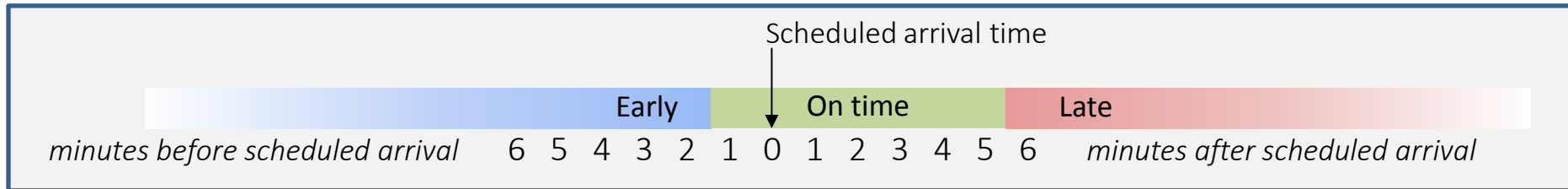
# Metro met 80% OTP target in April

- First time since January 2014
- Excludes ST service operated by Metro



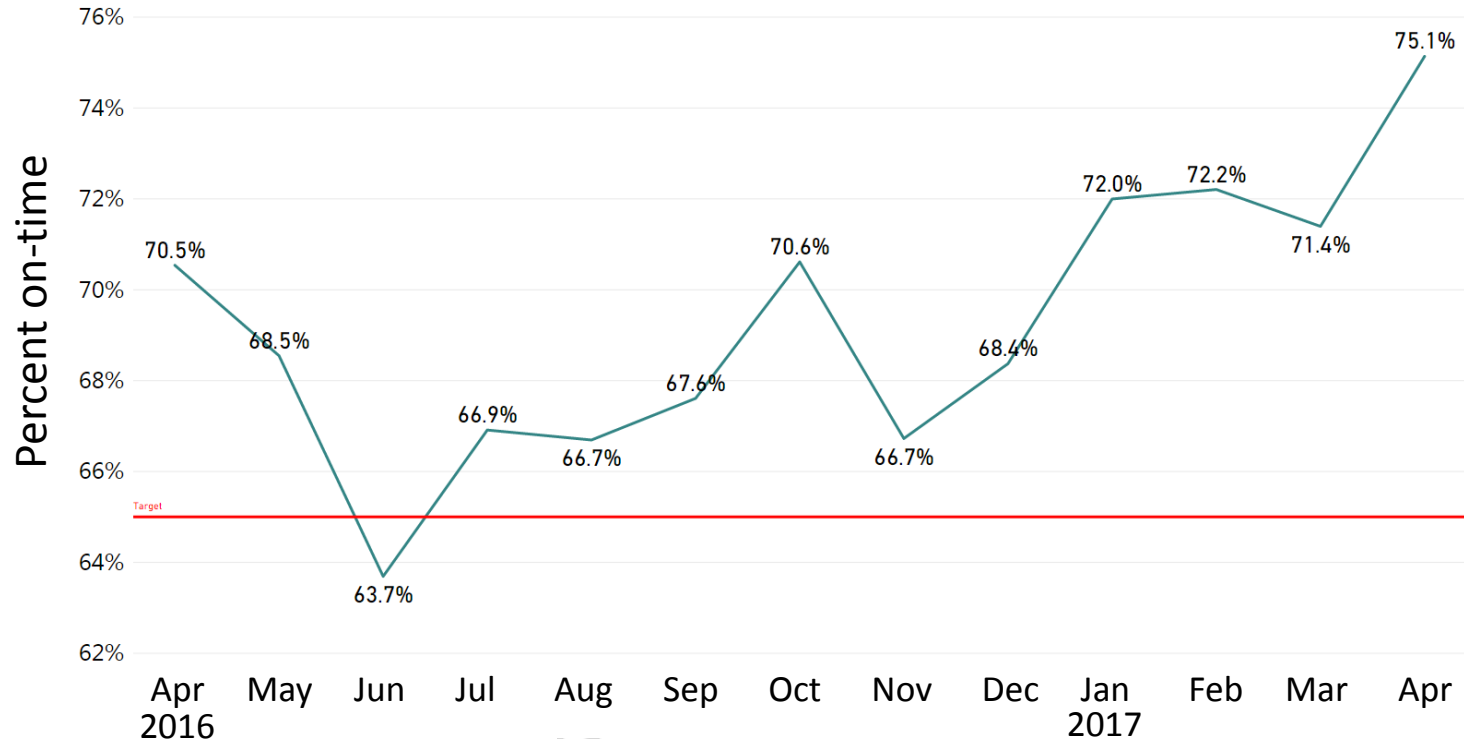
# How we measure and report OTP

- Measurement:
  - Data systems record when buses arrive at time points
  - These times are compared to scheduled arrival times



- Reporting:
  - Annual System Evaluation Report
  - Internal dashboard (long-term vision to make it public-facing)

# PM Peak OTP meeting target

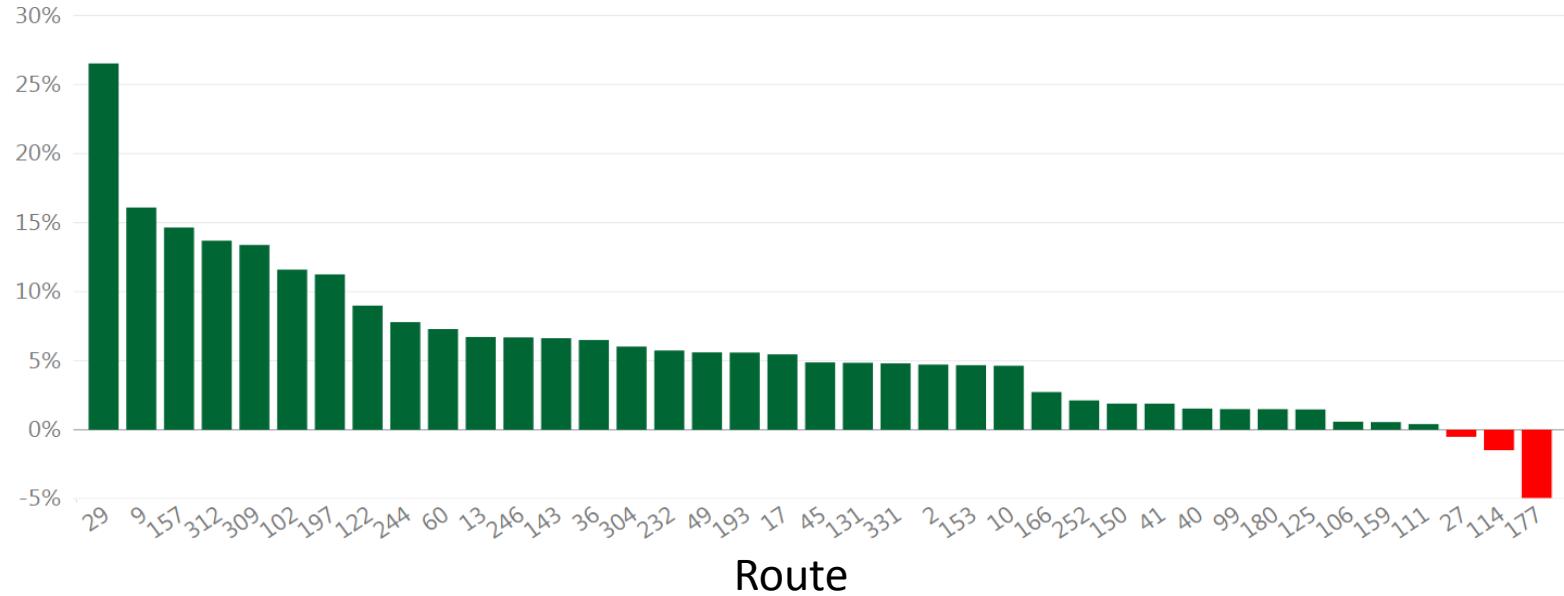


# How we got here

- Service hour investments:
  - 20,000 hours added in 2015 and 2016 specifically for reliability
  - 60,000 hours of investments in March
- Capital investments:
  - Improved 27 choke points
  - Retimed 26 traffic signals
  - 6 bus lane segments
- Restructures:
  - C/D line split and extensions
  - Routes 8 and 48
- Operational improvements

# OTP improvements

Percentage-point change in OTP, April 2016 to April 2017



Routes receiving reliability-related investments in March 2017

# Next steps

- More reliability investments: 16,000 hours next March
  - Exact amount will depend on results of System Evaluation
- More capital projects and operational improvements
  - Grants and partnership funding secured for speed & reliability projects
  - Fare simplification, more off-board payment, stop consolidation
- Data systems switching to stop-based scheduling
  - On-time performance data at the stop level
  - Assessing how we measure OTP