

The following item was handed out at
the October 4, 2018 NVTC Meeting.

2018 Report on the Performance and Condition of WMATA

NORTHERN VIRGINIA TRANSPORTATION COMMISSION

OCTOBER 4, 2018

Introduction

- 2018 Omnibus Transit Funding Bill (HB1539/SB856) tasks NVTC to report annually on the performance and condition of WMATA to the General Assembly and the Governor
- First report due November 1, 2018
- Report Elements (§33.2-3403):
 - Safety and Reliability of Metrorail and Metrobus
 - Financial Performance of Metrorail and Metrobus
 - Potential Strategies to Reduce Cost Growth and Improve Efficiency
 - Use of Funds from the WMATA Capital Fund
 - Ridership of Metrorail and Metrobus

Information Sources

Data Sources and Years Presented in this Report

Legislative Item No.	Report Category	Report Source Year	Data Source
1	Safety	Calendar Year 2017	NTD
	Reliability	Fiscal Year 2017	MPR
2,3	Financial Performance	Fiscal Year 2016	NTD
4	Cost Reduction Strategies	Policy Decision (not relying on specific data sources)	
5	Use of Funds	Not applicable until capital funds accrue to WMATA for a full fiscal year	
6	Ridership	Fiscal Year 2017	NTD

*NTD: National Transit Database

*MPR: Metro Performance Report

1.1 Safety

- Metrorail Safety (CY2017)

NTD Category	Safety Event	Frequency
Events	Collision	2
	Derailment	5
	Security Event	45
	Fire	101
Fatalities	Fatality	2
Injuries	Injury	323

- Metrobus Safety (CY2017)

NTD Category	Safety Event	Frequency
Events	Collision	165
	Derailment	N/A
	Security Event	38
	Fire	8
Fatalities	Fatality	0
Injuries	Injury	505

1.2 Reliability

On-Time Performance by Mode (FY2017)

Mode of Transit	On-Time Performance
Metrorail	79%
Metrobus	76%

Equipment Reliability by Mode (FY2017)

Mode of Transit	Reliability Metric Used	Miles
Metrorail	Mean Distance between Delays (MDBD)	79,656
Metrobus	Mean Distance between Failures (MDBF)	8,283

2. Financial Performance: Farebox Recovery

Metrorail Farebox Recovery (FY2016)

Financial Performance Metric	Calculation	Revenue to Expense Ratio
Farebox Recovery	$\frac{\text{Fare Revenue}}{\text{Operating Expenses}}$	57.3%

Metrobus Farebox Recovery (FY2016)

Financial Performance Metric	Calculation	Revenue to Expense Ratio
Farebox Recovery	$\frac{\text{Fare Revenue}}{\text{Operating Expenses}}$	23.9%

3. Financial Performance: Service per Rider

Metrorail Service per Rider (FY2016)

Financial Performance Metric	Calculation	Performance	Units
Metrorail Service per Rider	$\frac{\text{Vehicle Revenue Hours}}{\text{Trips}} * 10,000$	127.2	Hours per 10,000 Trips

Metrobus Service per Rider (FY2016)

Financial Performance Metric	Calculation	Performance	Units
Metrobus Service per Rider	$\frac{\text{Vehicle Revenue Hours}}{\text{Trips}} * 10,000$	303.7	Hours per 10,000 Trips

3. Financial Performance: Cost per Service Hour

Cost per Metrorail Service Hour (FY2016)

Financial Performance Metric	Calculation	Performance	Units
Cost per Metrorail Service Hour	$\frac{\text{Operating Expenses}}{\text{Vehicle Revenue Hours}}$	\$316.18	\$Expenses per Hour

Cost per Metrobus Service Hour (FY2016)

Financial Performance Metric	Calculation	Performance	Units
Cost per Metrobus Service Hour	$\frac{\text{Operating Expenses}}{\text{Vehicle Revenue Hours}}$	\$152.30	\$Expenses per Hour

6. Metrorail & Metrobus Ridership

Unlinked Passenger Trips (FY2017)

Mode of Transit	Total Trips
Metrorail	227,053,037
Metrobus	123,124,352

Passenger Miles Traveled (FY2017)

Mode of Transit	Total Miles
Metrorail	1,326,262,650
Metrobus	369,020,804

4. Strategies to Reduce the Growth in Costs and Improve Operational Efficiency

Crosscutting Strategies

- Align WMATA's business model to reflect shifts in urban/suburban mobility and define its role within the concept of mobility as a service.
- Encourage the development and use of innovation and technology within the WMATA workforce and contractor-provided services, in procurement actions, and operational processes.

*: Efforts underway by WMATA

4. Strategies to Reduce the Growth in Costs and Improve Operational Efficiency

1: Rebuild Rail and Bus Ridership

Short-term	Long-term
<ul style="list-style-type: none">• Implement new fare-pass products to promote more frequent rail and bus ridership and increase customer satisfaction*• Pursue partnerships with the business community to provide easier access to transit for employees and visitors*	<ul style="list-style-type: none">• Pursue capital investments that increase the reliability of the system*

*: Efforts underway by WMATA

4. Strategies to Reduce the Growth in Costs and Improve Operational Efficiency (cont.)

2: Enhance Efficiency of Metrobus Operations

Short-term	Long-term
<ul style="list-style-type: none">Engage with jurisdictions to implement and explore pilot programs and other efforts to increase the reliability and speed of Metrobus operations*Prioritize state of good repair investments that enhance Metrorail efficiency and reliability*Conduct a comprehensive analysis of WMATA's bus network (Washington Area Bus Transformation Project)*	<ul style="list-style-type: none">Develop a fare system that can enable the region to implement an interoperable off-vehicle fare collection system on high capacity bus routesWhere appropriate, implement recommendations from the Washington Area Bus Transformation Project study

*: Efforts underway by WMATA

4. Strategies to Reduce the Growth in Costs and Improve Operational Efficiency (cont.)

3: Control Cost Escalation for Labor and Contracted Services

Short-term	Long-term
<ul style="list-style-type: none">• Provide greater authority to the WMATA General Manager and Board of Directors to make operational decisions that improve the system's cost effectiveness, without jeopardizing safety. This should include tools such as competitive contracting of targeted functions*	<ul style="list-style-type: none">• Include the 3 percent cap on annual operating subsidies as a mandatory factor in establishing labor costs through collective bargaining of subsequent arbitration.• Amend the federal Wolf Act to require arbitrators in WMATA contract mediations to consider these fiscal restrictions in all cases.• Identify and evaluate options to address unfunded OPEB liabilities

*: Efforts underway by WMATA

4. Strategies to Reduce the Growth in Costs and Improve Operational Efficiency (cont.)

4: Optimize Revenue Collection

Short-term	Long-term
<ul style="list-style-type: none">Implement efforts on bus and rail to decrease fare evasion*	<ul style="list-style-type: none">Develop the next generation of fare collection technology

*: Efforts underway by WMATA

5: Increase Non-Fare Revenues

Short-term	Long-term
<ul style="list-style-type: none">Leverage value for assets WMATA owns by maximizing advertising revenues and optimizing parking revenues*Explore non-traditional revenue streams to optimize value of Metrorail facilities*	<ul style="list-style-type: none">Pursue joint development opportunities on underutilized assets*Pursue a real estate strategy that generates operating efficiencies

*: Efforts underway by WMATA

4. Strategies to Reduce the Growth in Costs and Improve Operational Efficiency (cont.)

6: Enhance Efficiency of the Workforce

Short-term	Long-term
<ul style="list-style-type: none">• Adequately fund WMATA's Office of the Inspector General• Improve productivity through strengthened management of employee absenteeism and overtime*• Improve management of use of workers' compensation*	<ul style="list-style-type: none">• Continue to enhance workforce productivity through human resource policies• Incentivize the workforce and contractors to deliver innovative solutions

*: Efforts underway by WMATA

5. Use of Dedicated Capital Funds

- Virginia's legislation became effective on July 1, 2018
- The Commonwealth authorized the use of \$121.3 million to be disbursed to WMATA in FY2019
- Because of the timing of this initial report, no expenditures were incurred during this reporting period
- NVTC will provide information on the use of these funds in the future.

Next Steps

- Following approval of this report, staff will present this report to the Commonwealth Transportation Board.
- General Assembly members will also be briefed prior to the 2019 legislative session.
- An addendum to this report is recommended by December 2018, to reflect updates that recently became available
 - Financial Performance – FY2016 → FY2017

Thank you!

Washington Metropolitan Area Transit Authority

[Home](#)

For immediate release: September 28, 2018

Metro announces new dates for upcoming capital improvement project to reduce impact on Yellow and Blue line customers

Metro today announced it has rescheduled a four-day capital improvement project on the Yellow and Blue lines to coincide with the Veterans Day holiday and reduce the impact on customers. The four-day project between Braddock Road and Pentagon City stations was originally scheduled for Friday, November 2 through Monday, November 5, but will now be completed the following weekend, Friday, November 9 through Monday, November 12 (Veterans Day observed). The change reduces the number of commuting days impacted by the work from two to one.

During the project, which was announced in February, Metro will upgrade several switches outside Reagan National Airport and install new concrete grout pads beneath the rails along the aerial structure at the airport station. Train movement is not possible on either track while the work is taking place. As a result, Reagan National Airport and Crystal City stations will be closed, and free shuttle buses will replace trains between Braddock Rd and Pentagon City stations during this time.

Friday, Nov. 9 through Monday, Nov. 12:

- No Yellow or Blue line trains between Braddock Road and Pentagon City stations.
- Reagan National Airport and Crystal City stations will be closed.
- On Friday & Monday:
 - Blue Line trains will operate in two segments: between Franconia-Springfield & Braddock Road every 12 minutes during daytime hours and between Pentagon City & Largo Town Center every 12-16 minutes.
 - Yellow Line trains will operate in two segments: between Huntington & Braddock Road every 12 minutes during daytime hours and between Pentagon City & Mt Vernon Square every 12-16 minutes.
 - Blue/Yellow customers may experience crowding due to less frequent service. Please allow additional travel time.
 - Express shuttle bus service options are being developed between Franconia-Springfield and Pentagon. Details will be announced.
 - Rush Hour Promise will not be in effect for trips on the Yellow and Blue lines on Friday, November 9, but will remain in effect for customers on other lines.
- On Saturday & Sunday:
 - Blue Line trains will operate in two segments: between Franconia-Springfield & Braddock Road every 12-15 minutes during daytime hours and between Pentagon City & Eastern Market every 24 minutes all day.

- Yellow Line trains will operate in two segments: between Huntington & Braddock Road every 12-15 minutes during daytime hours and between Pentagon City & Mt Vernon Square every 24 minutes all day.

As announced in February, a second capital improvement project will impact the Yellow Line for 10 commuting days after the Thanksgiving holiday weekend as Metro makes structural repairs and infrastructure upgrades on the Yellow Line bridge.

Monday, Nov. 26 through Sunday, Dec. 9:

- No Yellow Line service. Use Blue Line for alternate service between Virginia and DC.
- Blue Line trains will run between Franconia-Springfield & Largo Town Center and between Huntington & Largo Town Center. Trains will run less frequently than normal. Additional details and service information will be announced in October.
- Rush Hour Promise will not be in effect for trips on the Yellow and Blue lines during this time but will remain in effect for customers on other lines.

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BACK2GOOD

Customer satisfaction among bus & rail customers continues to rise – reaching 80% for the first time in four years.



SERVICE RELIABILITY

- **Railcar performance is now highest in 8 years.** Our cars travel more than 100,000 miles on average between a problem resulting in a delay.
- **New rail preventive maintenance programs** have cut infrastructure-related disruptions in half.
- **Rail fire incidents down nearly 40%** in the past year.



RUSH HOUR PROMISE

- **88% of all Metrorail rush-hour trips have arrived on-time** since the start of Rush Hour Promise in January.
- **Keeping our promise:** 235,000 trip credits have been delivered to customers who were delayed 15 minutes or more, less than 0.2% of all trips taken on Metrorail.
- **Register your SmarTrip card at wmata.com** to be eligible for the Rush Hour Promise.



STATION IMPROVEMENTS

- **Free customer Wi-Fi now available** in all underground stations.
- **Work to install cellular service** in all underground tunnels continues.
- **Brighter stations are coming.** Work is underway to “relamp” all underground stations with brighter LED bulbs, improving safety and saving money.



CAPITAL PROGRAM

- **Improved capital program management** to spend more than 99% of the FY18 capital budget – that’s more than \$1.24 billion invested in system safety and reliability.
- **Two major capital projects completed this summer:**
 - Rebuilt track infrastructure at the tightest curve, outside McPherson Square on the Blue/Orange/Silver lines.
 - Completed structural repairs & improved platform boarding for customers at Rhode Island Ave Station



METROBUS

- **Bus on-time performance improved** to its best year-to-date performance since reporting began in 2010 (79%).

For more information visit wmata.com/back2good

Update Published: September 27, 2018



I-66 Commuter Choice Program Update

NORTHERN VIRGINIA TRANSPORTATION COMMISSION

OCTOBER 4, 2018

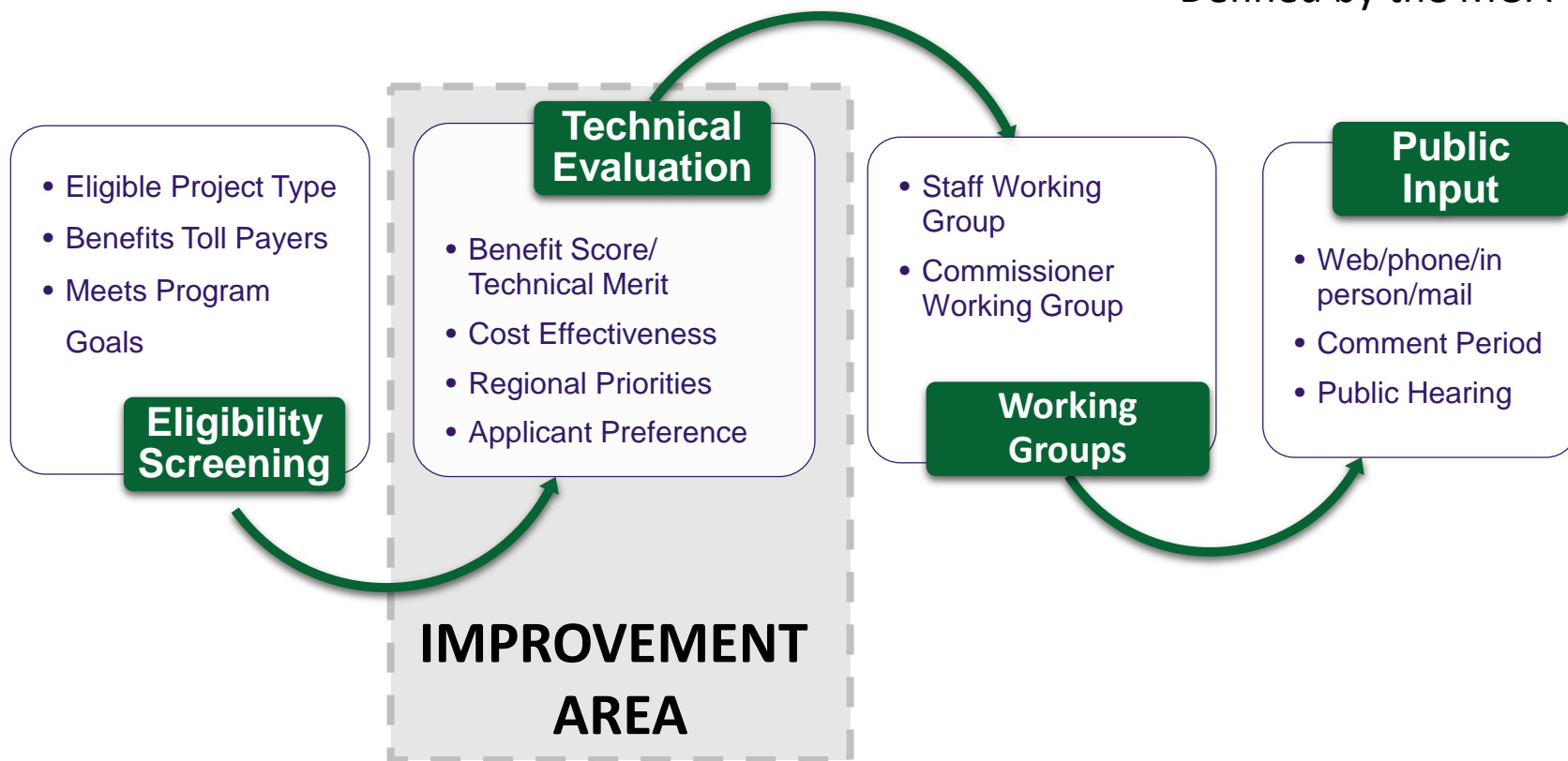
Overview

Re-examination of the I-66 Commuter Choice Prioritization Process and Evaluation Criteria

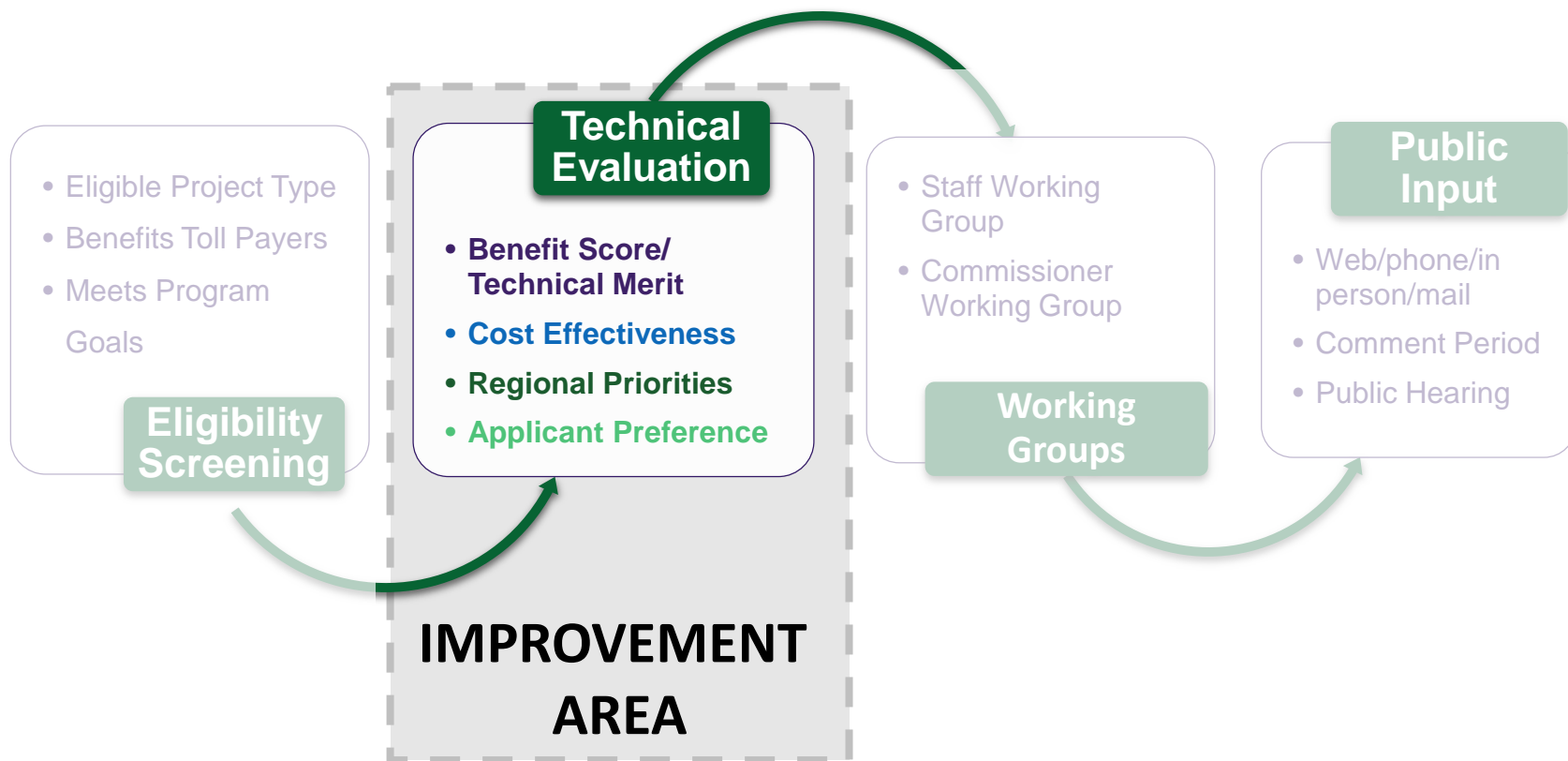
- Approved by the Commission in 2016, two years of experience and two calls for projects
- Commission request in May 2018
- Participants: Jurisdictional Staff Working Group, Commissioner Working Group, NVTC staff and consultants
- Workshop tonight, Commission action at the November meeting
- Call for Projects at the November meeting

Project Selection and Program Development Process

Defined by the MOA



Technical Evaluation Improvement Areas



Benefit Score/ Technical Merit

Technical Evaluation

- **Benefit Score/ Technical Merit**
- **Cost Effectiveness**
- **Regional Priorities**
- **Applicant Preference**

Evaluation Category	Criteria Objective	Maximum Score
Congestion Relief	Person Throughput <i>(To move people through the corridor efficiently)</i>	45
	Peak Period Travel Time <i>(To provide consistent travel during congested periods for users of the corridor and improve operational efficiency in the transportation network)</i>	15
	Connectivity <i>(To create, complete, or link transportation network elements and/or modes)</i>	15
	Accessibility <i>(To provide access to opportunity)</i>	15
Diversion Mitigation	To mitigate impacts of trips diverted from I-66 inside the Beltway as a result of tolling and/or high occupancy vehicle restrictions	10
Total Benefit Score / Technical Merit		100
Cost Effectiveness Score		$\frac{\text{Total Project Benefit Score}}{\text{Funding Request}} \times 10^6$

- Scoring relative to other projects within application cycle, alignment with other discretionary programs
- Updated calculation for person throughput to better reflect program goals: persons per vehicle

Cost Effectiveness

Technical Evaluation

- Benefit Score/
Technical Merit
- **Cost Effectiveness**
- Regional Priorities
- Applicant Preference

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Cost Effectiveness Score		$\frac{\text{Total Project Benefit Score}}{\text{Funding Request}} \times 10^6$

- Scoring relative to other projects within application cycle, alignment with other discretionary programs

Regional Priorities

Technical Evaluation

- Benefit Score/
Technical Merit
- Cost Effectiveness
- **Regional Priorities**
- Applicant Preference

- Recommended by the Jurisdictional Staff Working Group and approved by the Commission as part of the Call for Projects
- Priorities can evolve with new policies
- Projects are assigned a score based on their number of regional priority based-funding scenarios that include the project
- Quantitative measure

Applicant Preference

Technical Evaluation

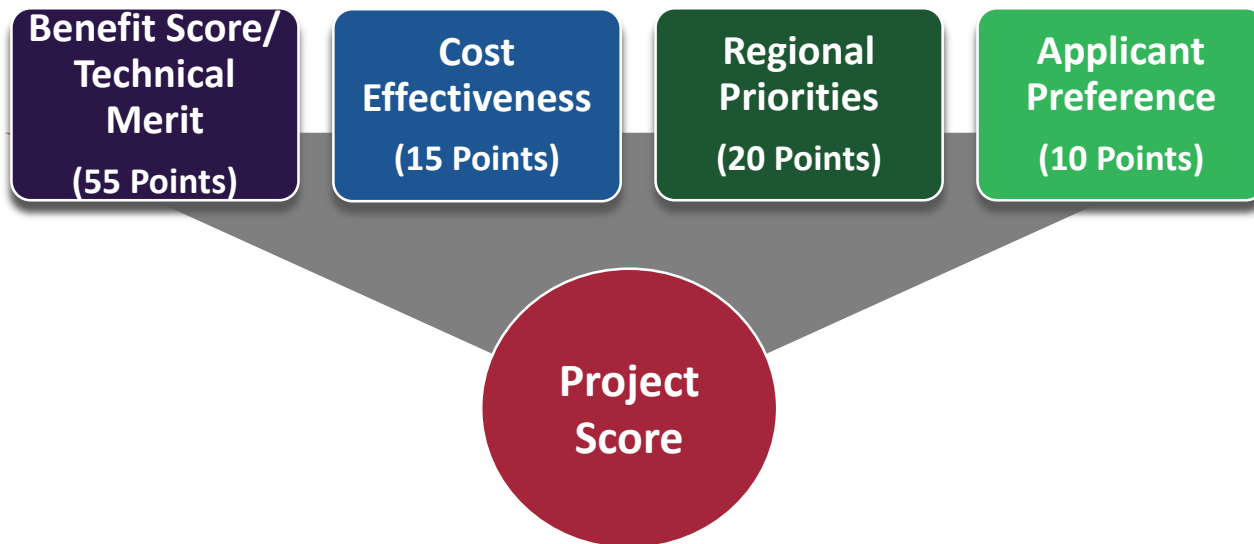
- Benefit Score/
Technical Merit
- Cost Effectiveness
- Regional Priorities
- Applicant Preference

- Each applicant ranks their projects in priority order as part of the application process
- Project that achieves strategic or policy goal or that aligns well with other funded or planned projects within the jurisdiction
- Quantitative measure

Project Score

Technical Evaluation

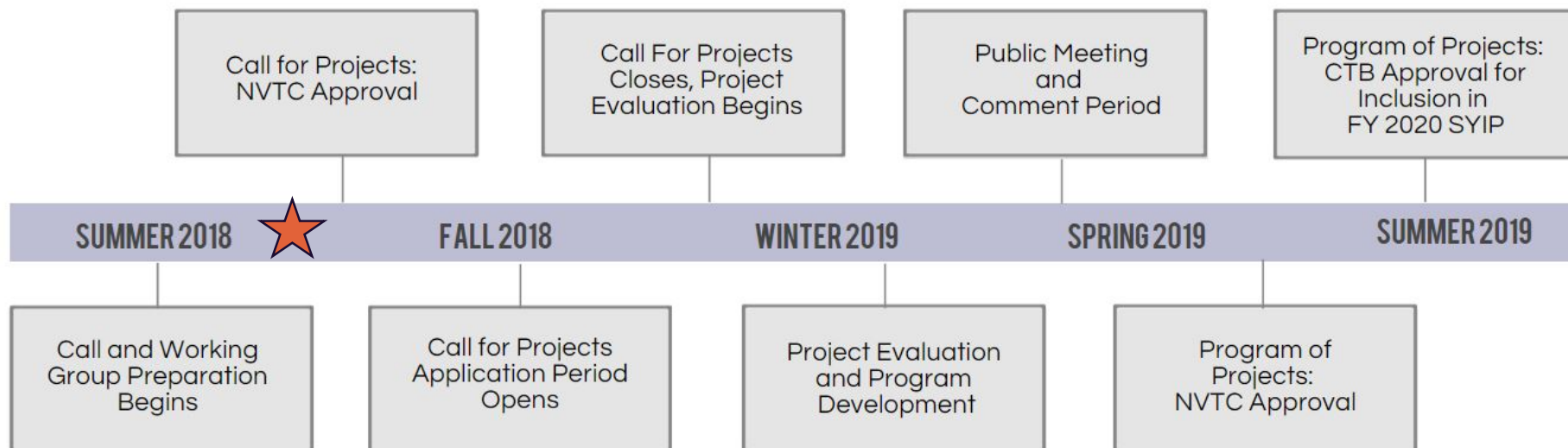
- **Benefit Score/
Technical Merit**
- **Cost Effectiveness**
- **Regional Priorities**
- **Applicant Preference**



Benefits:

- Transparency
- Quantitative overall project score
- Alignment with other discretionary programs
- Does not preclude future refinement

Call for Projects Timeline





Join Us!

You are invited to join NVTC & PRTC Commissioners
for an overview of federal and state issues affecting transit in Northern Virginia

*Monday, December 10, 2018 from 9-11 a.m.
Embassy Suites by Hilton, 8100 Loisdale Road, Springfield, VA*

Featuring

Paul Wiedefeld

General Manager/CEO

Washington Metropolitan Area Transit Authority

Shannon Valentine (Invited)

Secretary of Transportation

Commonwealth of Virginia

Doug Allen

CEO

Virginia Railway Express

Paul Smedberg

Chair

Northern Virginia Transportation Commission

Ruth Anderson

Chair

Potomac and Rappahannock Transportation Commission

and other federal and state elected leaders