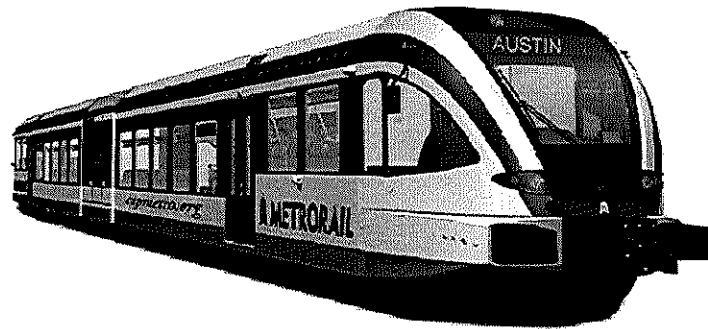


# MetroRail Passenger Service



# MetroRail Passenger Service

## Passenger Service

- Completed 45 days of passenger service to date
- Trains continue to operate within 3 minutes of schedule\*
- Ridership averaging ~ 900 passengers per day
- May 1 “Rock and Rail” Saturday Service (11:00 a.m. – 11:30 p.m.)
  - Estimated 4212 Passengers on 27 trips (average 156 per trip)

# MetroRail Performance Measures

<b>Measure</b>	<b>Target</b>	<b>April 2010 Actual</b>
<b>Ridership</b>	1700 per day by 3/11	901 per day
	Monthly Total Ridership estimate	19,800
<b>Accidents</b>	0	0
<b>On time performance</b>	96% Minimum (98% Minimum by 10/10)	97.9%
<b>Mechanical failures per miles of service</b>	Maximum 2 per 10,000 revenue miles (1 per 10,000 by 10/10)	0
<b>Negative comments per 20,000 passengers</b>	Maximum 2 per 20,000 passengers (1 per 20,000 by 10/10)	9 total
<b>Positive comments per 20,000 passengers</b>	Minimum 10 per 20,000 passengers	2 total

# Passenger Compliments, Complaints

Rail Passenger Service	Compliments	April 2010
Category	Compliment	Number
General	"Love Train"	1
Engineer	Very Helpful, Courteous	1
<b>Total</b>		<b>2</b>

Rail Passenger Service	Complaints	April 2010
Category	Type of Complaint	Number
Wifi Service	Difficulty connecting or slow processing.	5
Ticket Vending Machine	Bought Ticket after rail service ended (expired prior to use)	2
No Train	"Train left early" (verified train on schedule)	1
Bicycles	Cyclists didn't hang bikes on racks, blocking boarding area	1
<b>Total</b>		<b>9</b>

# MetroRail Improvements

## Passenger Service

Bicycle Management Plan – stakeholder survey underway

## Infrastructure

- Bridge Improvement Plan – in development
- Gilleland Creek Bridge Replacement – construction will begin by June 1
- Manor Road Crossing – underway
- Rail R.O.W. clean up bidding underway

# Federal Railroad Administration

## – FRA Waiver

- Fuel Tank “Cage” pending FRA approval
- FRA aware that Capital Metro will request one year extension (June 2011) for fuel tank modifications

## – FRA Inspections

- FRA on-site inspection week of May 10 – no violations
- FRA “Emergency Preparedness” onsite review week of May 24
- FRA Signal Inspection staff on site this week

## – FRA Deliverables

- All Required Deliverables submitted to FRA