

Bus Reliability



Transportation Committee

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Rob Milleson

Bus Reliability

- Provide a clean, safe and comfortable bus that completes its work without any maintenance-related interruption
 - 750 am peak buses
 - 769 pm peak buses

- How it's measured
 - Total miles ÷ total bus changes = miles per road call

The Journey to Improvement

– Reliability measured the same for years

- What counted varied
- Chargeability depended on finding
- Decentralized accounting
- We can do better



– A major change in 2003

- Improve customer experience
- Get to the root cause of a failure
- Reduce overall road calls
- Centralize accounting
- Consistent and accurate measurement
- Report daily

The Journey to Improvement

– 2003 – The “root cause”

- Address “operator error”
- Scrutinize “no trouble found”, “phantom” and “repeat” road calls
- Address logistical challenges



– 2008 – Reliability part of employee recognition program

– 2011 - Inspection program overhauled

- Perform all on one shift
- Dedicated supervisors
- Inspect less, repair more
- Process improvement

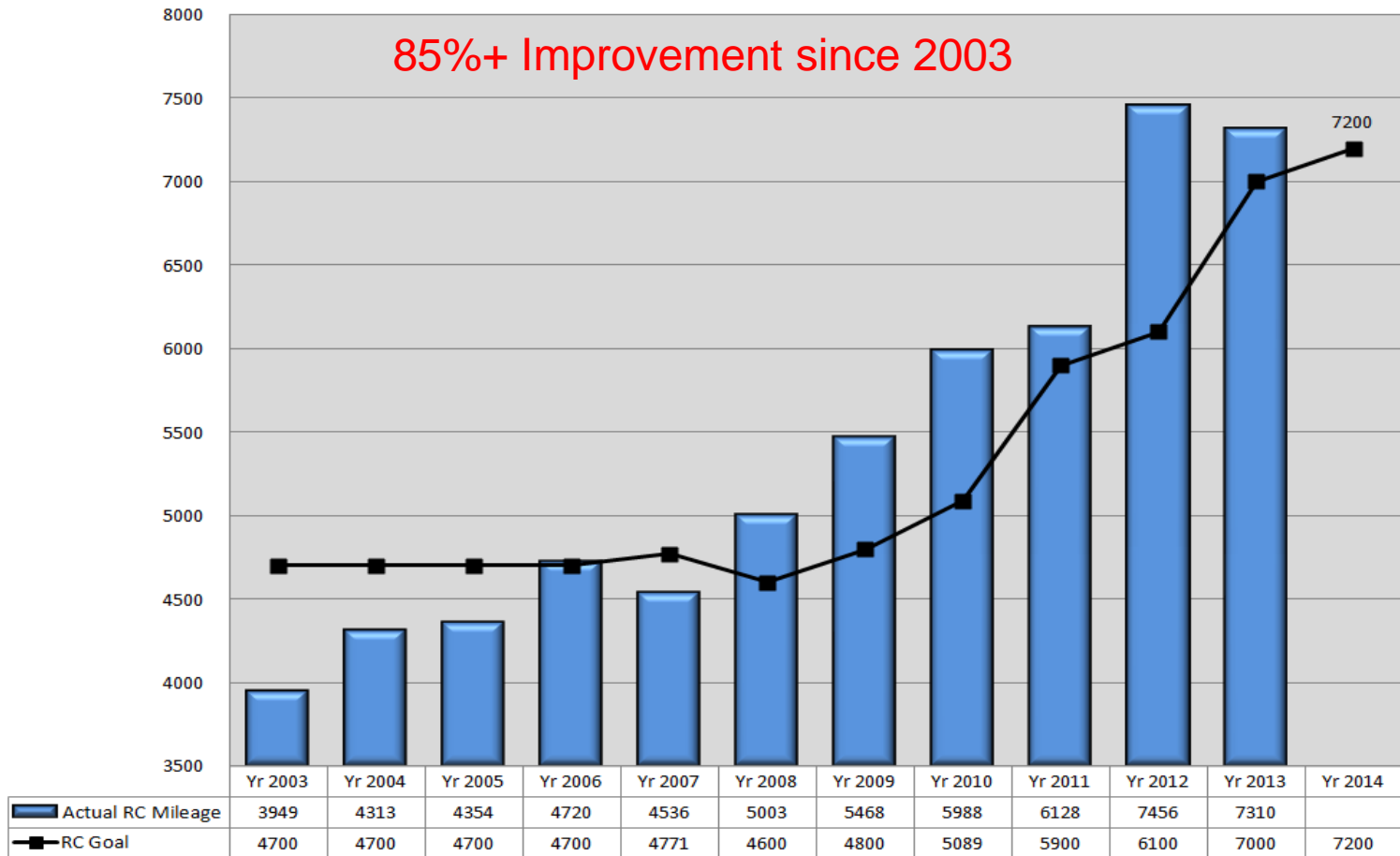


Today's Challenges

- Powertrain systems
 - Exhaust aftertreatment
 - Sensors
 - Electrical
- Exit/entrance doors
- Weather extremes
- Keeping up with new technology
- Keeping ahead of the learning curve

The Annual Reliability Trend

Metro Transit Bus Maintenance Average Miles per Road Call - 2003 to 2014 Goals/Actuals

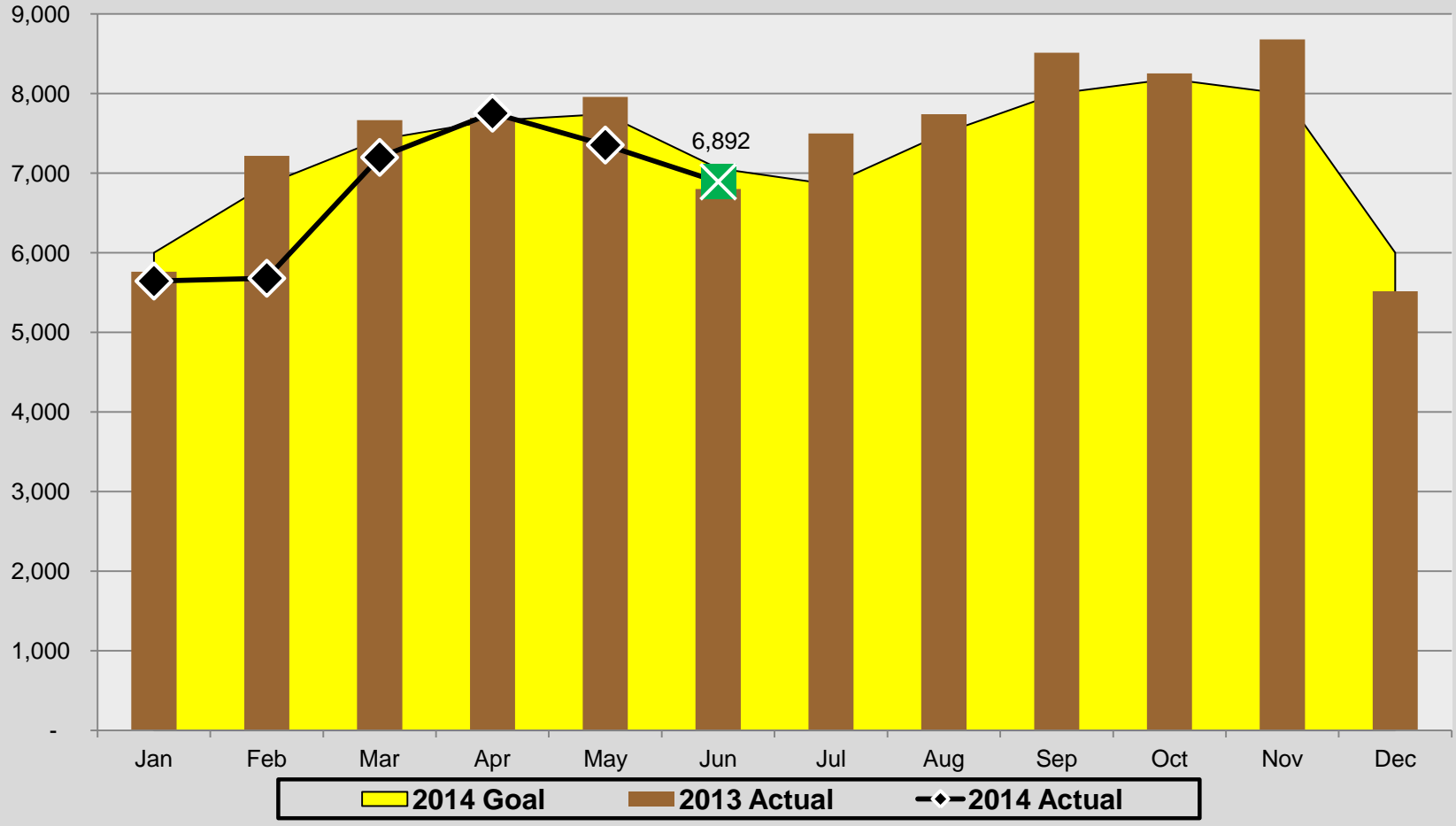


MILES BETWEEN ROAD CALLS - BUS

JUNE MTD - 6,892

YTD Average - 6,652

Yr. Goal - 7,200



Continuing the Trend

- Preventive maintenance
- Predictive maintenance
- Daily fleet monitoring
- Training development
- Hiring talent
- Communication
- Bus design/Fleet Improvement
- Analytics





Questions?

