

REO Performance Metrics

Target Setting

03/02/23

Why we are here

- Importance of target-setting for continuous improvement
- How to set targets
- Metrics that already have targets
 1. Elevators & Escalators
 2. Safety
 3. On Time Performance
 4. Trip Delivery

Continuous Improvement and Target Setting

Creating the Passenger Experience Vision

“We will deliver a safe, clean, and available with in




fe, clean, and


Aligning Metrics

- Currently 14 metrics
- More to come

Defining Success

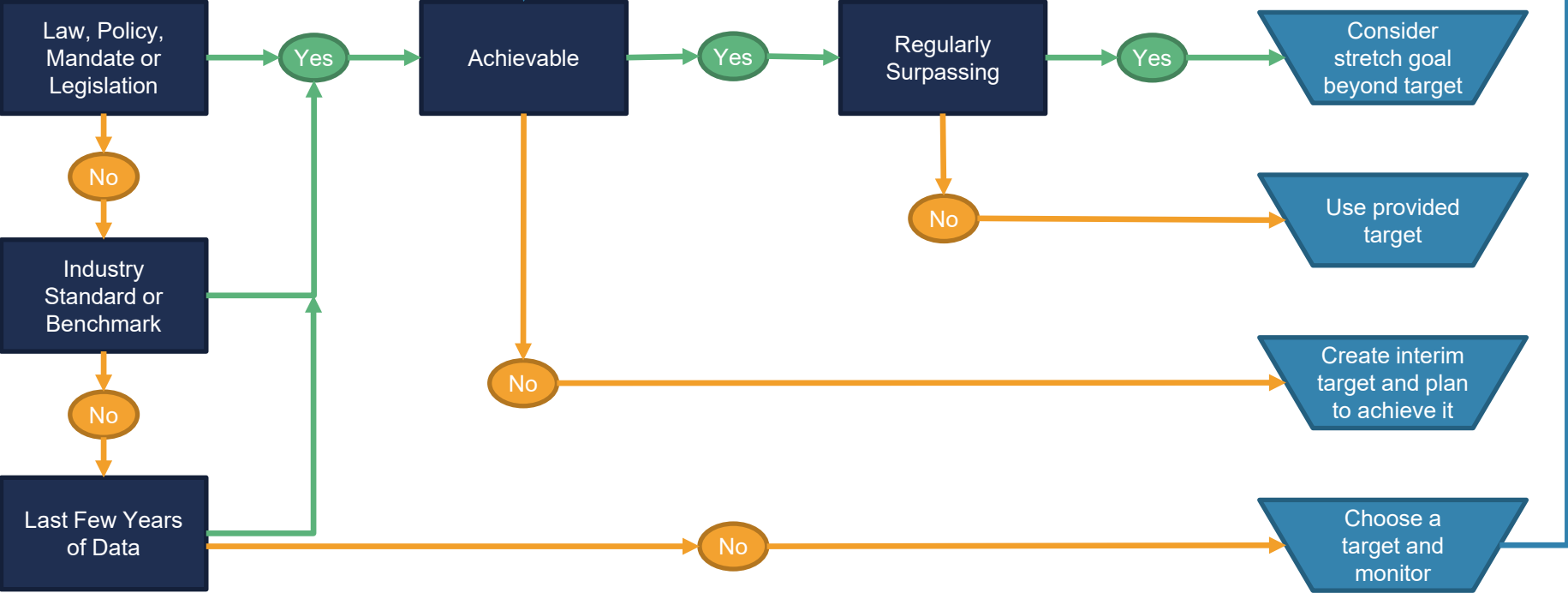
- Aspirational goals and/or interim steps
- Motivation and prioritization

REO Dashboard					
Service Metrics	Available	Safe	Dependable	Informed	Clean
Ridership BY MODE	Passenger Survey AVAILABLE	Passenger Survey SAFE	Passenger Survey DEPENDABLE	Passenger Survey INFORMED	Passenger Survey CLEAN
NTD Peer Comparison Tool FOR MULTIPLE METRICS	Elevator and Escalator AVAILABILITY 	Collisions 	On Time Performance BY MODE 	Customer Service DATA TOOL	
NTD ST Multimodal Tool FOR MULTIPLE METRICS		Security	Trip Delivery		

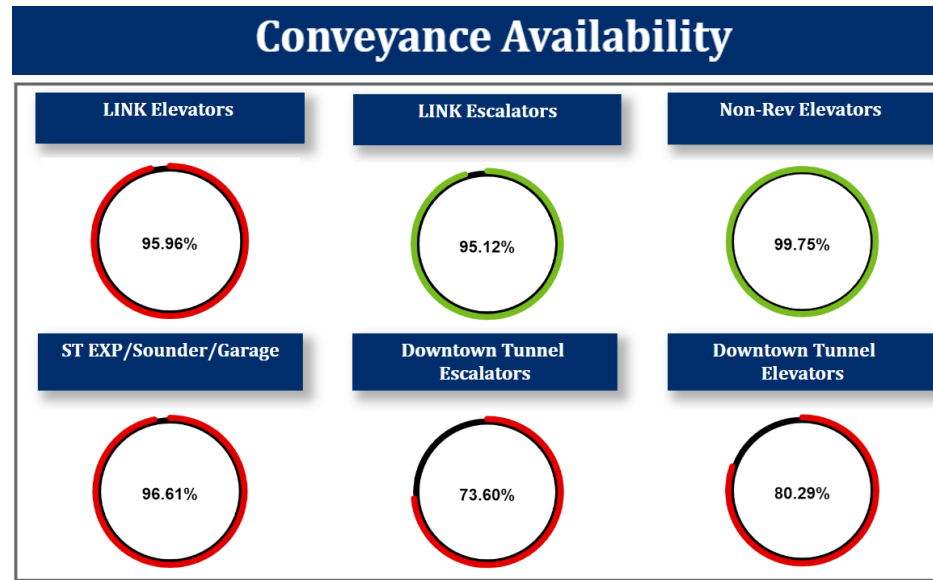
REO Dashboard			
	Dependable	Informed	Clean
	Passenger Survey DEPENDABLE	Passenger Survey INFORMED	Passenger Survey CLEAN
	On Time Performance BY MODE 	Customer Service DATA TOOL	
NTD ST Multimodal Tool FOR MULTIPLE METRICS		Security	Trip Delivery

The “How-To” of Target Setting

Can a target be derived from:



Elevators & Escalators



Origin

- Peer agency – at or higher
- Understanding of repair and maintenance time

Target

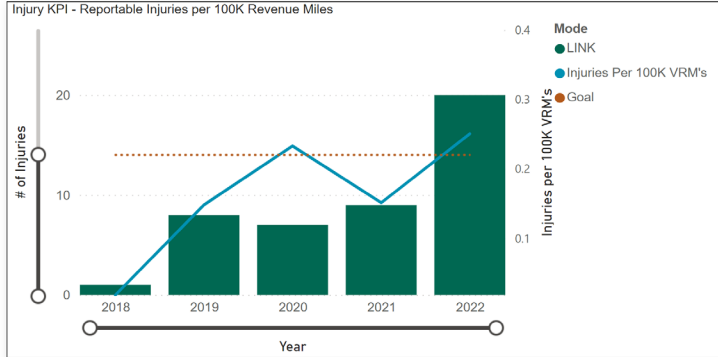
- 97% availability for elevators
- 95% for escalators

Mode

LINK Sounder ST Express Tacoma Link

Injury KPI Fatalities KPI

Collisions Safety Events KPI



*VRM's = Vehicle Revenue Miles

Date	Total VRM's	Total Injuries	Injuries Per 100K VRM's
January 2017	400,201	0	0.00
February 2017	363,949	0	0.00
March 2017	406,663	0	0.00
April 2017	400,905	0	0.00
May 2017	410,554	0	0.00
June 2017	445,018	0	0.00
July 2017	459,941	0	0.00
August 2017	461,645	0	0.00
September 2017	445,562	0	0.00
October 2017	461,813	0	0.00
November 2017	441,769	0	0.00
December 2017	455,852	0	0.00
January 2018	459,804	0	0.00
February 2018	415,374	0	0.00

Data Notes: The KPI for injuries as defined in the Agency Safety Plan adheres to the FTA's criteria for reportable injuries. These totals represent the number of persons requiring transportation to a medical facility as a result of any interaction with our transit system or service.

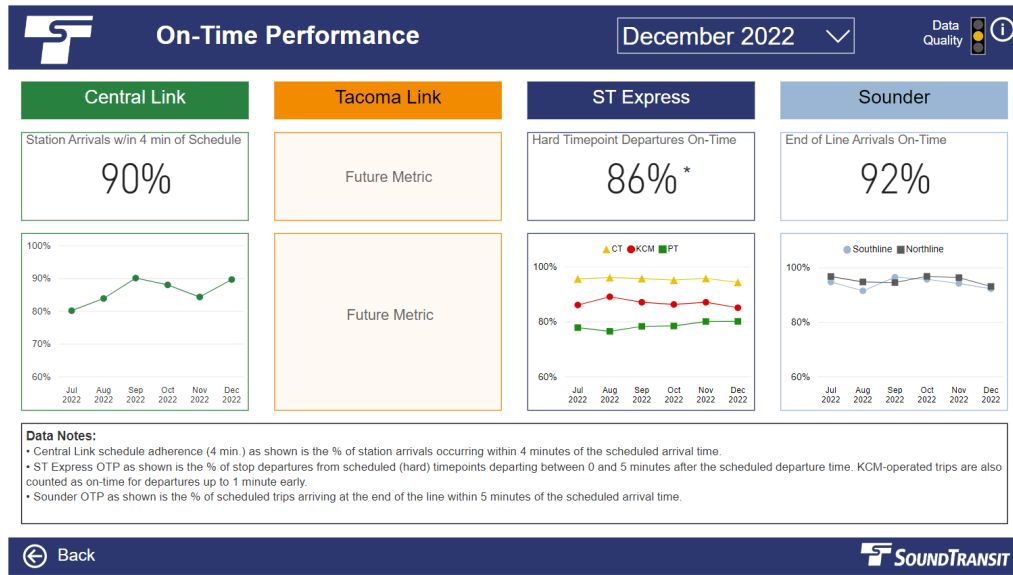
Origin

- Federal requirement
- Leeway for past performance, current issues and resources

Target

- 5% reduction against 3-year rolling average for ST Express
- 0.5% reduction for light rail

On Time Performance



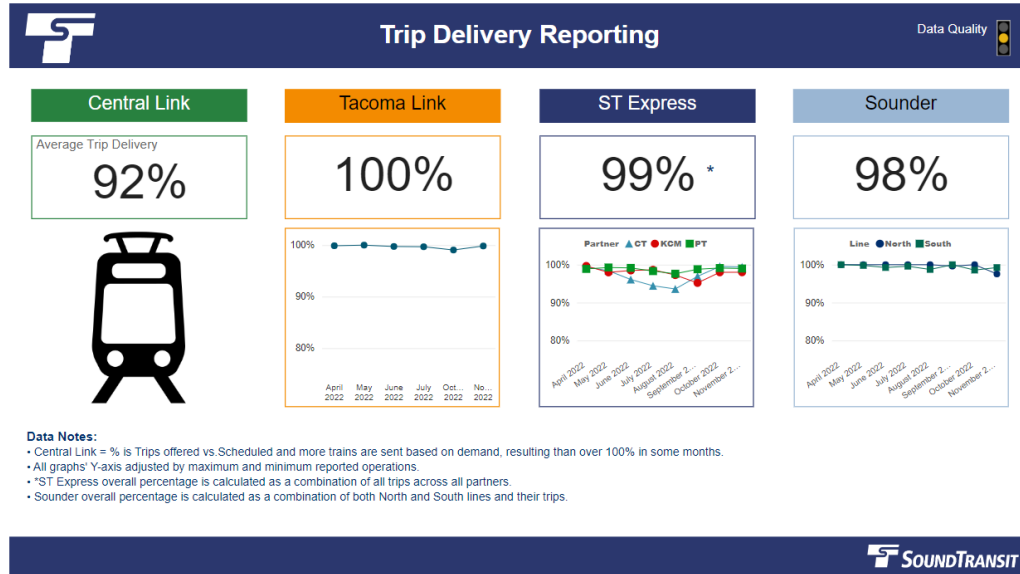
Origin

- 2018 Service Standards
- Based on peer comparison

Target

- Link: 90% within 2 min of headway
- STX: 85% within 5 min of schedule
- Sounder: 95% within 7 min at arrival in terminal

Trip Delivery



Origin

- 2018 Service Standards
- Based on peer comparison

Target

- Link: 98.5% scheduled trips operated
- T-Link: 98.5%
- STX: 99.8%
- Souder: 99.5%

Next Steps

- Continue to set targets on metrics that don't have them
- Update existing metrics
- Develop more granular targets
- Return to the REO Committee to
 1. Share new targets
 2. Describe performance against targets
 3. Talk about steps taken to reach targets

Thank you.



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