

Completing the Picture

Enhanced Service Performance Reporting

Rider Experience & Operations Committee

11/7/2019



ACTION REQUIRED TODAY | None

PRESENTATION FOR: Information | Feedback | Discussion

Objectives for 2019

What we are working toward

- Become a data-driven organization making data informed, proactive decisions
- Interactive sessions with REO to highlight performance
- Updated data visualization with clear, easy to understand measurements
- Performance dashboard on soundtransit.org

Enhanced Service Performance Reporting

*Ridership &
Efficiency*



Rider Experience

Operations



Ridership & Efficiency

Ridership

Year to date 2019 Boardings

System Total **36.3M** *-0.3% Year over year*



ST Express

13.2M

-4.1%

Year over year



Link

18.9M

2.4%

Year over year



Sounder

3.5M

-0.5%

Year over year



Tacoma Link

0.07M

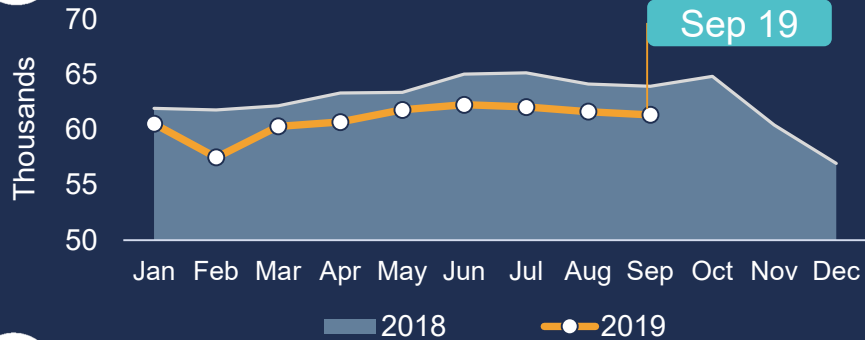
3.4%

Year over year

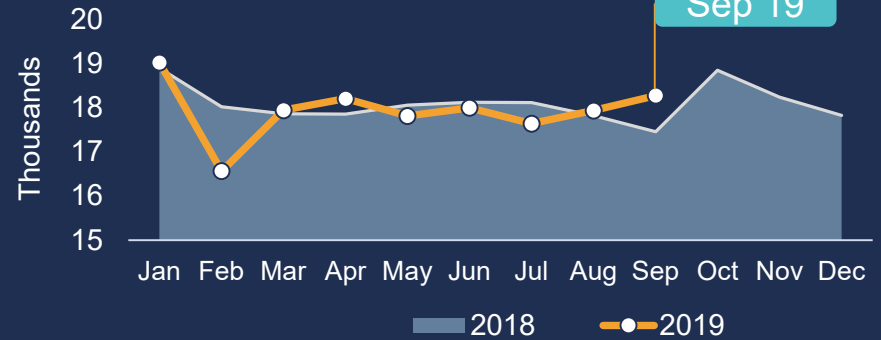
Average Weekday Boardings Trends 2018-2019



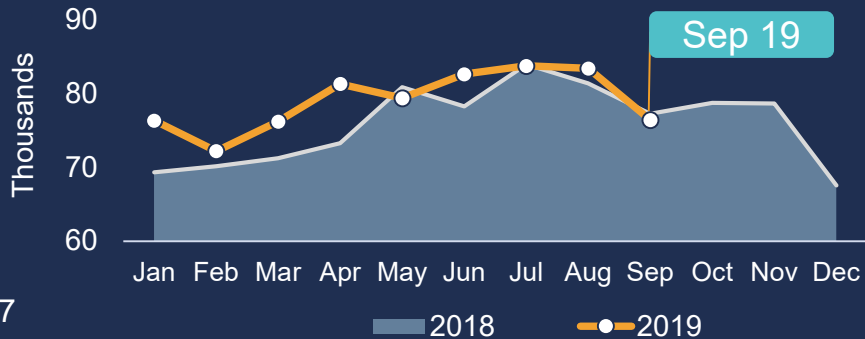
ST Express



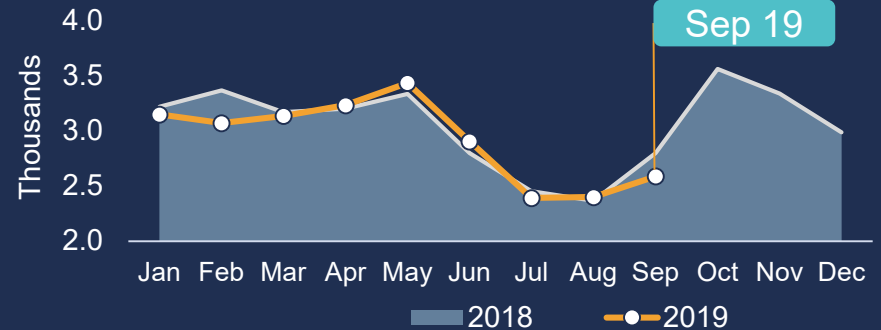
Sounder



Link



Tacoma Link



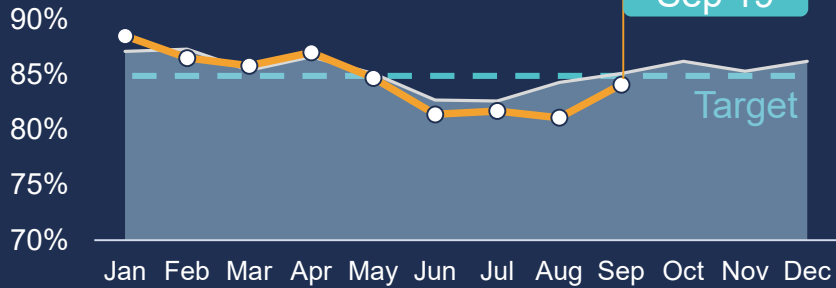


Operations

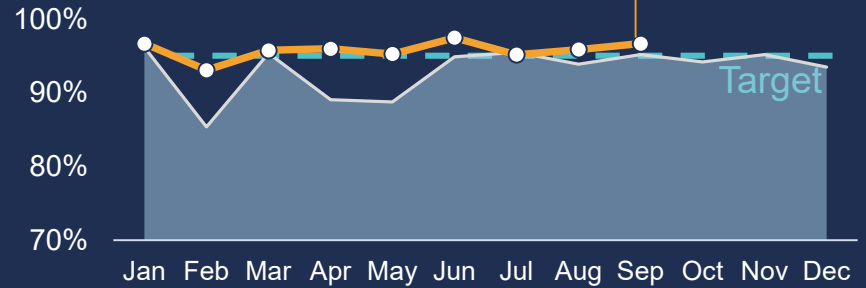
On-time Performance Trends 2018-2019



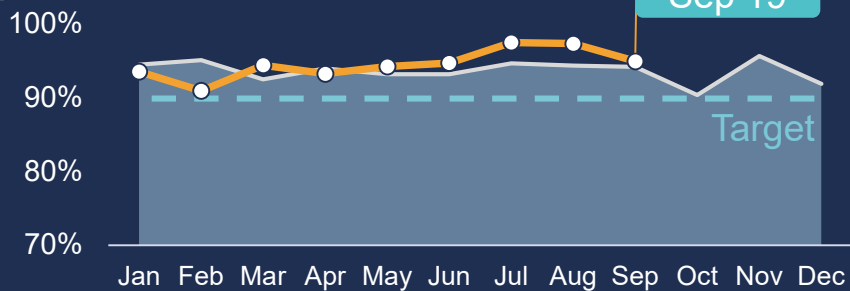
ST Express



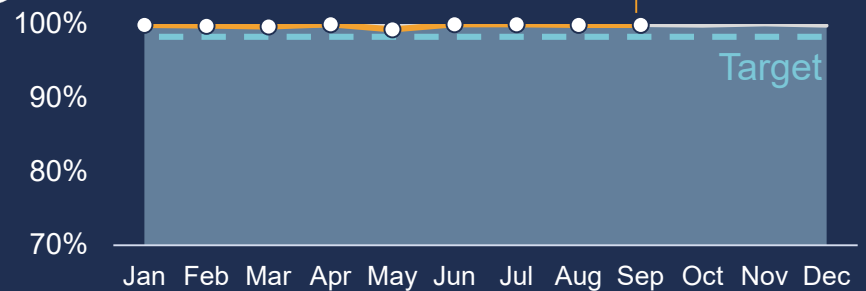
Sounder



Link



Tacoma Link



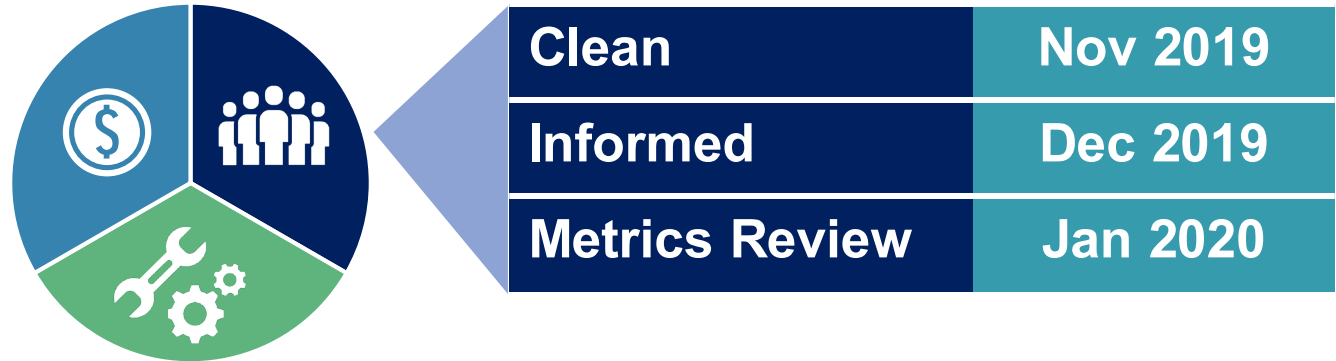


Rider Experience

Metrics Development Approach

- In-depth presentations to build a shared understanding of metrics
- Review new data and visualization concepts with REO
- Iterate month to month based on interactive conversations
- Develop new metrics and targets

Presentation Schedule



Rider Expectations



Available

I can conveniently access Sound Transit stations and vehicles without encountering barriers.



Safe

I can expect to be free from harm or harassment while waiting at stations and on-board.



Dependable

I am confident that Sound Transit will get me where I need to go as scheduled; delays won't keep me from any of my commitments.



Clean

I am comfortable because all vehicles and facilities on my trip are clean, well-lit and in good working order.

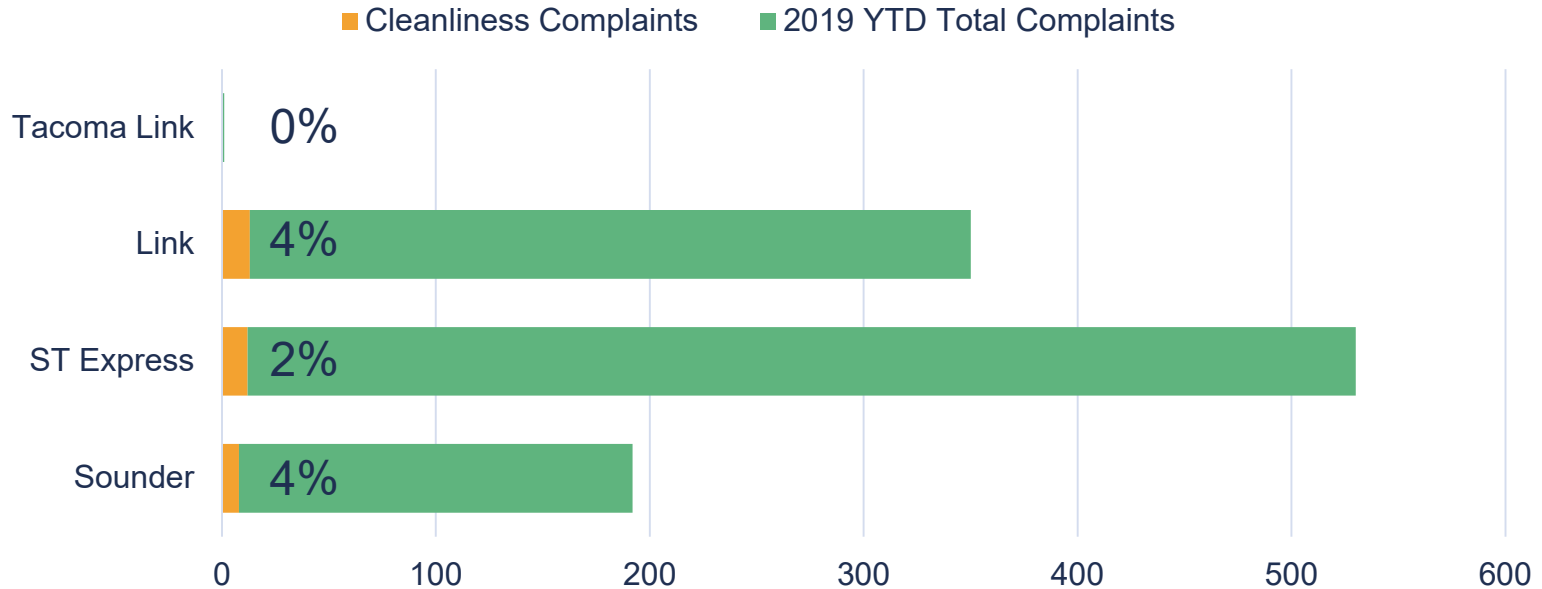


Informed



I am comfortable because all vehicles and facilities on my trip are clean, well-lit and in good working order.

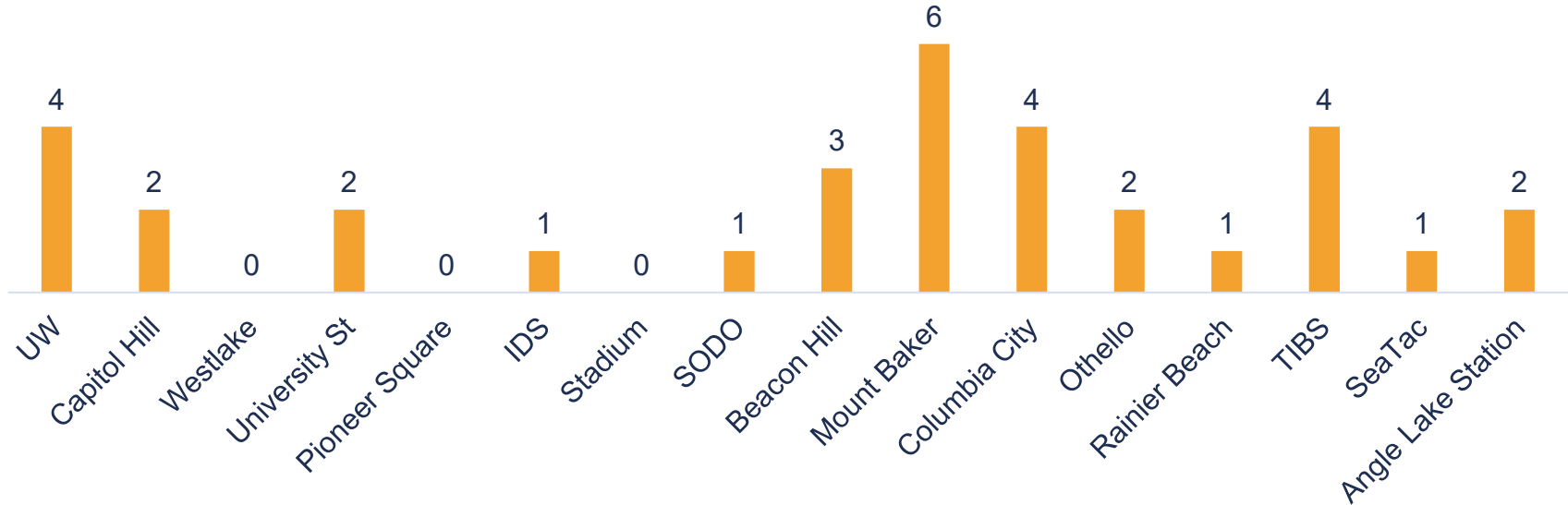
2019 Customer Complaints Related to Vehicle Cleanliness





I am comfortable because all vehicles and facilities on my trip are clean, well-lit and in good working order.

2019 Link Customer Comments Related to Station Cleanliness by Station

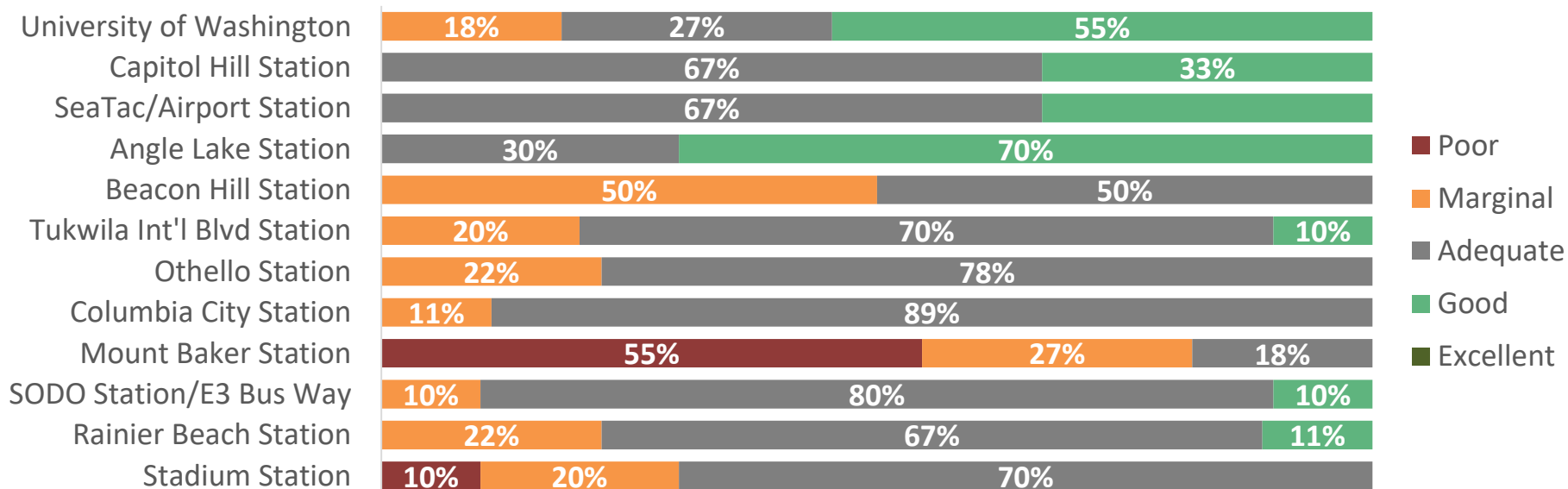




I am comfortable because all vehicles and facilities on my trip are clean, well-lit and in good working order.

2019 Link Facilities Cleanliness Inspections

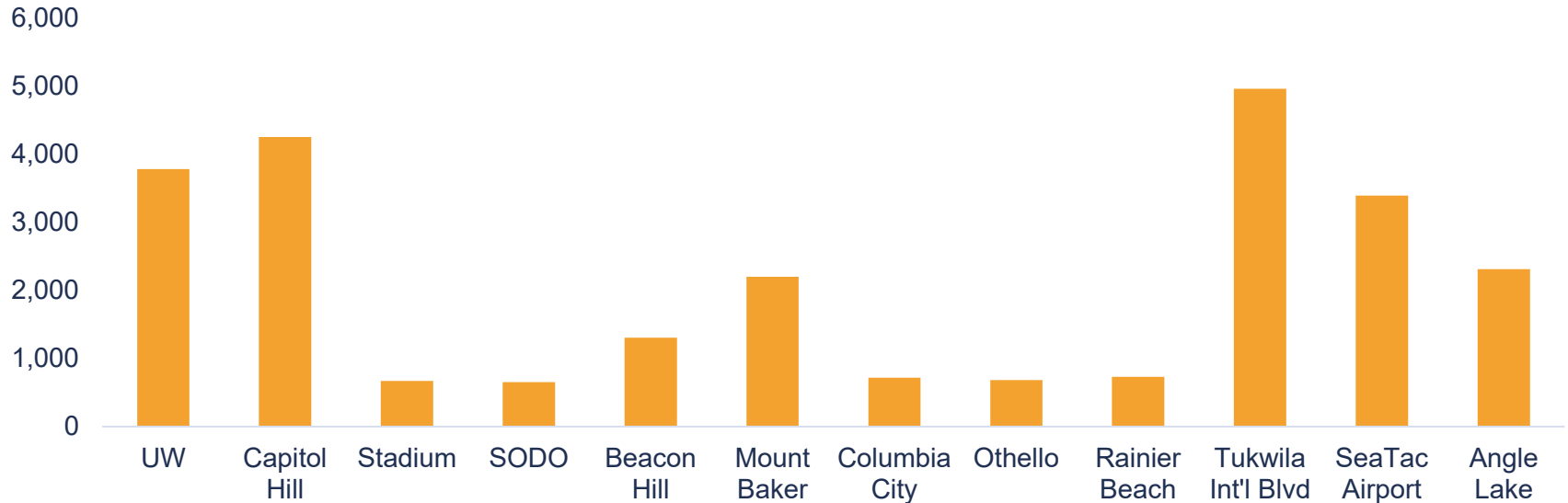
Percent of Inspections Meeting Expectations





I am comfortable because all vehicles and facilities on my trip are clean, well-lit and in good working order.

2019 YTD KCM Station Custodian Hours by Station





Clean



Informed



Available



Safe



Dependable

I am comfortable because all vehicles and facilities on my trip are clean, well-lit and in good working order.

<i>Metric and Scheduled Availability</i>	
Percent of Inspections Meeting Standard	Now
Customer Complaints Related to Cleanliness	Now
Customer Complaints Related to Cleanliness by Station	Now
Percent of Vehicles Deployed with Routine Cleaning Completed	Q2 2020
Average Work Order Response Time	Q2 2020

Thank you.



 [soundtransit.org](https://www.soundtransit.org)

