REO Metrics

Performance Report

02/02/23



Why we are here

- 2022 Performance Statistics "Year-in-Review"
- Changes in Passenger Behavior and Expectations Emerging
 from Height of COVID
- 1. Trends and Findings from 2022
- 2. What they tell us about operations
- 3. What we will do with this information in 2023



Passenger Survey & Customer Service

Key Findings

- Safety and cleanliness are biggest concerns (from survey and feedback)
- Overall grade for ST mirrored drop in safety and cleanliness
- Grades dropped from B+ to B
- ST Express complaints focused on buses not being at stop when expected



2023 Work Plan

- New In-Service Vehicle Cleaning
 Program
- Station agents at additional stations



Safety & Security

Key Findings

- Injury and accident rates down overall – 30 injuries in 2022
- Link injuries up significantly mostly passenger slips, trips and falls – 20 injuries on Link

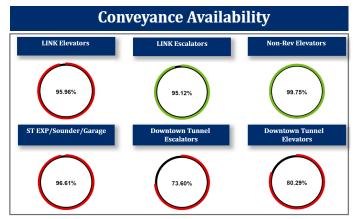


2023 Work Plan

- Enhancements to pedestrian safety
- Public Safety & Security has hired 14 additional personnel



Elevators & Escalators

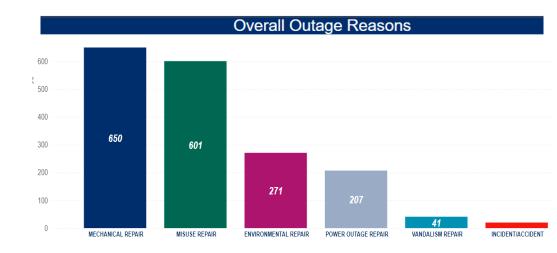


2023 Work Plan

- Address cases of misuse
- Improve communication with customers
- Investigate environmental damage

Key Findings

• Top 3 outage reasons: mechanical, misuse, and environmental





Trip Delivery & On Time Performance

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Key Findings

- Link affected by maintenance
- ST Express struggling with operator shortages

	Trip Delivery Reporting		Data Quality
Central Link	Tacoma Link	ST Express	Sounder
Average Trip Delivery	100%	99% *	98%
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Data Notes:

- · Central Link = % is Trips offered vs.Scheduled and more trains are sent based on demand, resulting than over 100% in some months.
- · All graphs' Y-axis adjusted by maximum and minimum reported operations.
- *ST Express overall percentage is calculated as a combination of all trips across all partners.
- Sounder overall percentage is calculated as a combination of both North and South lines and their trips.



Data Notes

Central Link schedule adherence (4 min.) as shown is the % of station arrivals occurring within 4 minutes of the scheduled arrival time.

• ST Express OTP as shown is the % of stop departures from scheduled (hard) timepoints departing between 0 and 5 minutes after the scheduled departure time. KCM-operated trips are also counted as on-time for departures up to 1 minute early.

Sounder OTP as shown is the % of scheduled trips arriving at the end of the line within 5 minutes of the scheduled arrival time.

Back

2023 Work Plan

- Improved communications relating to Link construction
- Work with PT on performance

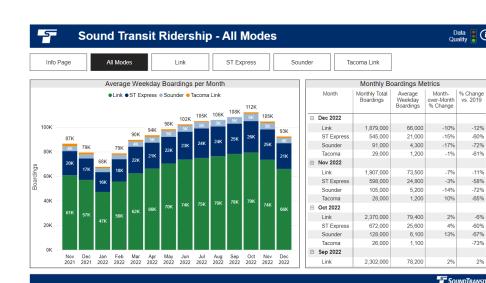


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Ridership

Key Findings

- Link experienced unprecedented growth in 2022, reaching 2019 levels
- ST Express ridership remained flat, possibly due to performance issues
- Sounder ridership grew, but still about 25% pre-pandemic levels



2023 Work Plan

- Continued focus on Link crowding concerns
- Addressing ST Express issues should lead to ridership growth







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