

2025 Passenger Experience Survey: Findings and Next Steps

Rider Experience & Operations Committee
9/3/2026



Why we are here

- Present results of 2025 Passenger Experience Survey.
- Describe how we use the results to improve service.
- No Board action requested.

Survey Overview & Results

Passenger Experience Survey

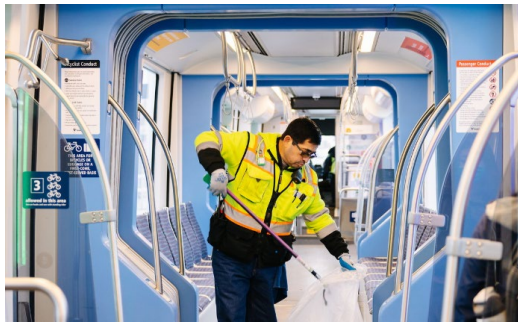
Measures subjective experience and performance in four categories



***Passenger
characteristics***



***Overall
performance***



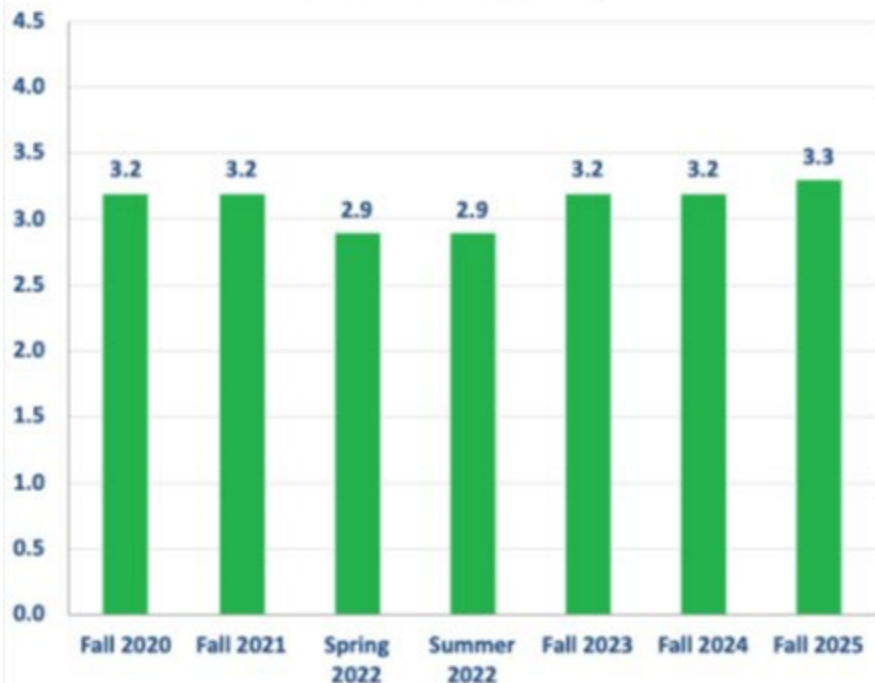
***Foundational
categories***



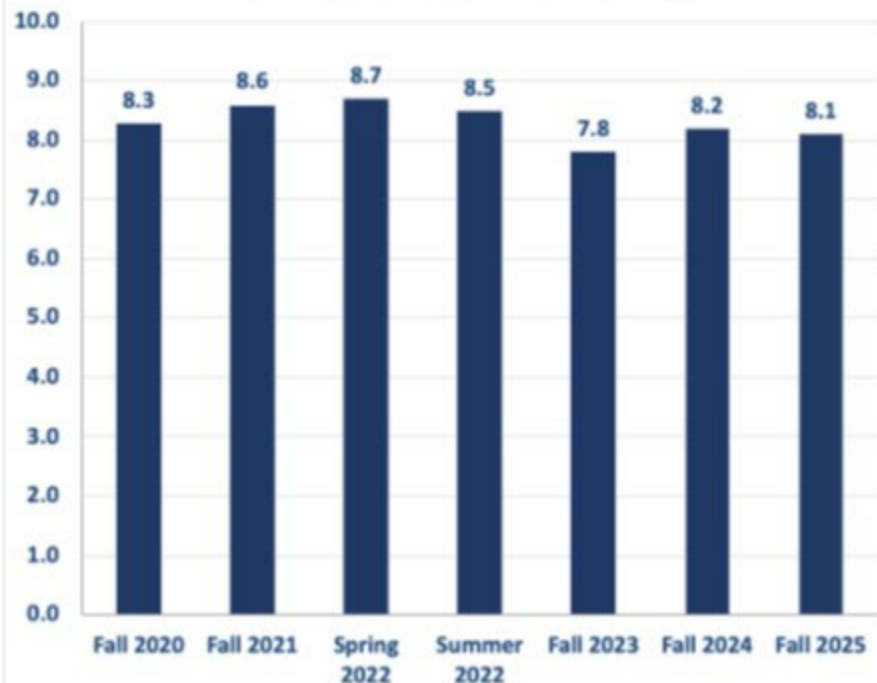
***Performance
drivers***

Overall Satisfaction – stable

Overall Grade (0-4.3)



Likelihood to Recommend (1-10)



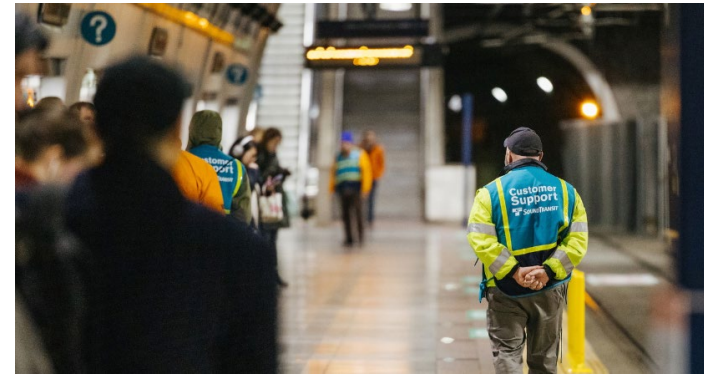
Survey categories performing above average

- Dependable service.
- Available service.



Survey categories performing below average

- Perception of personal safety on vehicles and at stations.
- Maintenance and cleanliness of vehicles and stations.
- Passenger information during unplanned disruptions.



***Planned and ongoing
improvement actions***

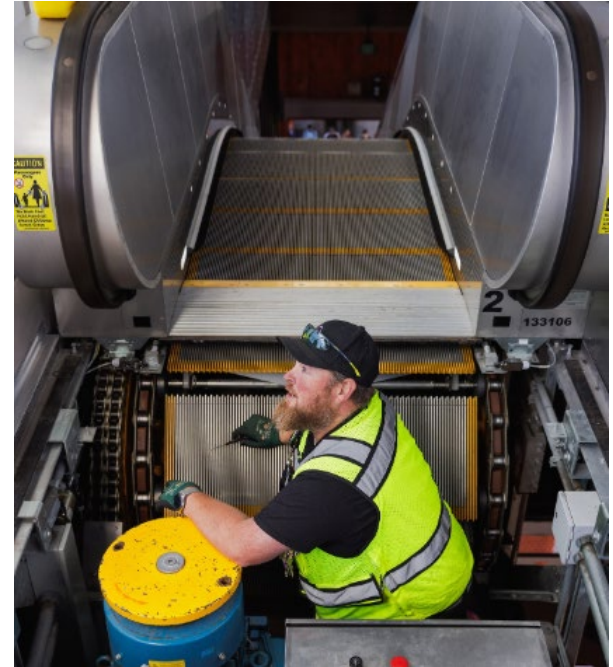
Personal Safety and Security

- Increase Visible Presence
- Target Resources Where Needed
- Strengthen Rider Reporting
- Support Vulnerable Individuals



Facility maintenance and cleanliness

- Redefine Clean Program Enhancements
- Repair Programs
- Pilot Automation
- Enhance Quality



Vehicle Cleanliness

Vehicle Maintenance has a three-layered approach to LRV cleanliness.

1. End of line cleaning
2. End of Day Daily Cleaning
3. Monthly Detailed Cleaning



Information – unplanned disruptions

- Conduct user-center research
- Continue to meet alert thresholds
 - Overall, on-time alerting performance for 2026 is 98.2%
- Strengthen partnership with operations
- Expanded GoodMaps accessible Wayfinding app and enhanced Limited English Proficiency resources.



Thank you.



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